



Emergency Procedures

Bishop Ranch 15
Tenant Emergency Response
Resource Manual

This Building Management Emergency Response Manual has been
specifically
designed for the

Sunset Development Company

Bishop Ranch 15
12647-12677 Alcosta Blvd.
San Ramon, CA 94583

(925) 277-1700

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EMERGENCY CONTACTS

EMERGENCY CONTACT LIST

EMERGENCY SERVICES

San Ramon Valley Fire Department **911**
Non-Emergency Fire Department **(925) 838-6600**

San Ramon Police Department **911**
Non-Emergency Police Department **(925) 973-2779**

Paramedics **911**

Poison Control Center **(800) 222-1222**

East Bay Municipal Utility District **(925) 820-6600**

Pacific Gas & Electric Company **(800) 743-5000**

SBC **(800) 750-2355**

HOSPITALS

John Muir Medical Center **(925) 939-3000**
1601 Ygnacio Valley Road
Walnut Creek, CA 94583

San Ramon Regional Medical Center **(925) 275-9200**
6001 Norris Canyon Road
San Ramon, CA 94583

Kaiser Permanente Medical Center **(925) 295-4000**
1425 South Main Street
Walnut Creek, CA 94596

RESOURCE LIST

| | |
|--|---|
| SDC Building Management | (925) 277-1700 |
| American Red Cross | (925) 603-7400 |
| Bay Area Air Quality Management District | (800) 435-7247 |
| Bishop Ranch Transportation Center | (925) 830-0101 |
| BART (Bay Area Rapid Transit) | (510) 465-2278 |
| City of San Ramon | (925) 973-2500 |
| National Weather Service | (831) 656-1725 |
| Suicide Prevention Center | (800) 784-2433 |
| UC Berkeley Seismological Laboratory 202 McCone Hall UC Berkeley Berkeley, CA 94720-4760 http://www.geo.berkeley.edu/seismo/Homepage.html Taped Earthquake Information | Phone (510) 642-3977 Fax (510) 643-5811 (510) 642-2160 |
| United States Geological Survey Earth Science Information Center (Maps, information, etc.) www.usgs.gov www.usgs.gov | (888) 275-8747 |

AUTHORITY, RESPONSIBILITIES AND DUTIES

AUTHORITY, RESPONSIBILITIES AND DUTIES

AUTHORITY

The authority to move persons from offices, suites and entire buildings in the event of a fire emergency rests primarily with the tenant companies (and if time permits, with the advice of building management). In a fire situation, evacuation will begin immediately and normally prior to the arrival of the Fire Department.

SDC BUILDING MANAGEMENT RESPONSIBILITIES

SDC building management, working with the local Fire and Police Department, has established a plan of procedures to minimize the danger to occupants in the building and reduce property damage to the extent practical in the event of a fire or other emergency.

Quarterly inspections are conducted throughout the building as required by applicable law to check on the condition of fire fighting equipment and to correct any potentially hazardous conditions that are found. SDC management personnel may order evacuation of a building in the case of a clear and present danger.

TENANT RESPONSIBILITY DURING AND AFTER HOURS

Tenants are fully responsible for the education and training of their personnel for emergency situations. Tenant Facilities Managers or Office Managers should work with the SDC building management and the local Fire Department in setting up the necessary pre-fire plans in order to assure the safety of their personnel.

Tenants are responsible for the education of all their employees working during and after hours in the event of an emergency.

INTRODUCTION

INTRODUCTION

(For California buildings)

SDC, in cooperation with the San Ramon Valley Fire Department, has developed this manual to help ensure the "Life Safety" of the building occupants and to comply with the Provisions of the California Code of Regulations, Title 19, Sections 3.09 and 3.10.

The function of the Emergency Procedures Manual is to apprise each tenant of the established procedures to be implemented should an emergency occur. The manual will explain the building emergency organization and address situations such as fire, earthquake, bomb threats, loss of power and civil disturbances.

This manual is issued to each tenant. Emergency Response Coordinator. It is to be read thoroughly and updated as additional procedures are developed. No manual can hope to cover all instances and events that may and probably will occur in a disaster situation. However, the materials contained herein, if properly utilized, along with the education and training of all employees, will provide a basis for the decisions and judgments that are necessary to minimize personal injury and property damage.

Certain material in this manual is required by law. Additional procedures outlined for earthquake, medical emergency, bomb threat, power failure, civil disturbance, flood and aircraft disasters are recommendations only. For additional legal interpretation and information concerning the above-mentioned situations, please contact the appropriate agency.

The provisions of Sections 3.09 and 3.1.0 of Title 19 of the California Code of Regulations requires that persons or entities responsible for buildings of two or more stories comply with the Emergency Pre-Fire Planning and Evacuation requirements as set forth therein. Owners, managers, operators, administrators and tenants of two or more story buildings in California shall comply with these requirements or be subject to prosecution and penalties, including fines, as set forth in Title 19 of the California Code of Regulations.

This manual and its contents shall remain the property of SDC and shall be made readily available to members of the local Fire Department upon demand.

*This manual was produced by Emergency Management Services Company.
Any reproduction or distribution of the information included in this manual without the express written consent of landlord or Emergency Management Services Company is strictly prohibited.*

THE HOMELAND SECURITY ADVISORY SYSTEM

The following description of Condition Levels published by the Department of Homeland Security on their website at <http://www.dhs.gov/dhspublic/display?theme=29> is included verbatim herein for reference purposes. It should be noted that the condition description also include references to federal government agency Protective Measures as well as additional measures recommended for those agencies as conditions between levels.

The SDC program outlined in subsequent sections below has been tailored to the firm's activities and should be used as a guide for communication and response.

- 1. Low Condition (Green).** This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures they develop and implement:
 - Refining and exercising as appropriate preplanned Protective Measures;
 - Ensuring personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures; and
 - Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

- 2. Guarded Condition (Blue).** This condition is declared when there is a general risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Condition, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:
 - Checking communications with designated emergency response or command locations;
 - Reviewing and updating emergency response procedures; and
 - Providing the public with any information that would strengthen its ability to act appropriately.

- 3. Elevated Condition (Yellow).** An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the Protective Measures that they will develop and implement:
 - Increasing surveillance of critical locations;
 - Coordinating emergency plans as appropriate with nearby jurisdictions;
 - Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures; and

- Implementing, as appropriate, contingency and emergency response plans.
- 4. High Condition (Orange).** A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:
- Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations;
 - Taking additional precautions at public events and possibly considering alternative venues or even cancellation;
 - Preparing to execute contingency procedures, such as moving to an alternate site or dispersing their workforce; and
 - Restricting threatened facility access to essential personnel only.
- 5. Severe Condition (Red).** A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in the previous Threat Conditions, Federal departments and agencies also should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:
- Increasing or redirecting personnel to address critical emergency needs;
 - Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources;
 - Monitoring, redirecting, or constraining transportation systems; and
 - Closing public and government facilities.

THREAT LEVEL RESPONSE CHART

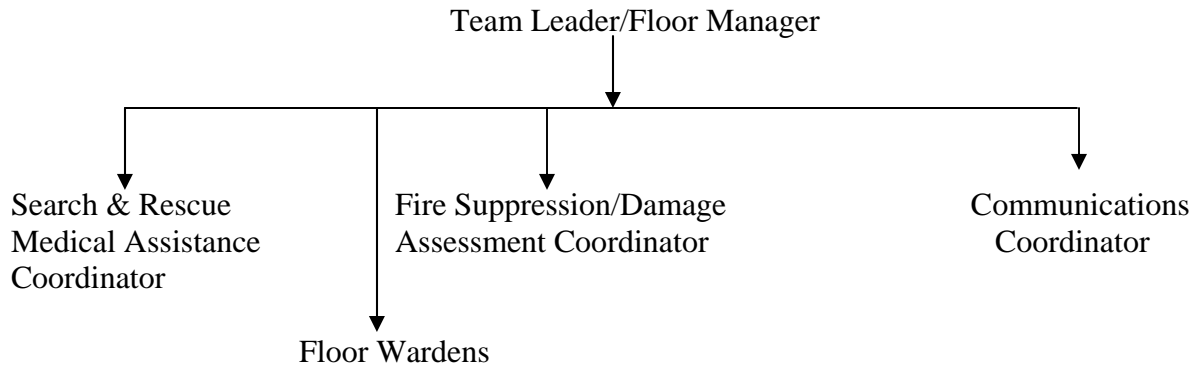
| | GREEN Low Low Risk | BLUE Guarded General Risk | YELLOW Elevated Significant Risk | ORANGE High High Risk | RED Severe Severe Risk |
|----------------------------|---------------------------------|--|--|--|---|
| Floor Warden | Follow Normal Procedures | Follow Normal ER Procedures | <ul style="list-style-type: none"> Follow Normal ER Procedures Review Emergency Procedures. Meet Weekly with Floor Wardens on Floor | <ul style="list-style-type: none"> Follow Normal ER Procedures Review Emergency Procedures. Meet Weekly with Floor Wardens on Floor | <ul style="list-style-type: none"> Standby for Emergency Instructions to Evacuate or Defend In Place – Received From Office Manager Review Emergency Procedures. Meet with Floor Wardens on Floor |
| Tenant | Follow Normal Procedures | Follow Normal ER Procedures | <ul style="list-style-type: none"> Report Suspicious Packages, Persons, Employees, Vehicles or Activity to Building Management. Review Emergency Procedures. Communicate Procedures to Staff & Employees Check Emergency Supplies | <ul style="list-style-type: none"> Report Suspicious Packages, Persons, Employees, Vehicles or Activity to Building Management. Crisis Counseling Circulate 1-800 Emergency # to All Employees Follow Instructions From Building Management Check Emergency Supplies | <ul style="list-style-type: none"> Standby For Possible Instructions to Evacuate or Defend In Place Listen To EBS Turn on Radio or Television Inform Floor Wardens if Evacuation or Defend In Place Procedures to be Enacted Retrieve Emergency Supplies Circulate 1-800 Emergency # to All Employees |
| Building Management | Follow Normal Procedures | Follow Normal ER Procedures | <ul style="list-style-type: none"> Increase Security Patrol, Ensure Critical Doors Are Locked, Parking Garage, Check Interior & Exterior of Building Ensure Tenant & Vendor Phone Lists are Current Building Engineer to Check/Secure Emergency Generator, Main Electrical Room, Domestic Gas, Domestic Water, Main Sprinkler Shut-off, Stairwells, Fire Pump, Chillers, Elevator Machine Room, Elevators, Fire Alarm System & FCR, Card Access System, Roof Hatch, Telephone Equipment Room, Restrooms Check Emergency Supplies | <ul style="list-style-type: none"> Lock Public Access Areas of Building (Stairwells, Restrooms, Mailroom, etc.) Circulate 1-800 Emergency # to Employees Check & Test, P.A. System, HVAC Return Air & Outside Air, Emergency Generator Vendor – Check In Work Permits Eng Insp., Delivery Persons, FedEx, UPS, etc. Check Emergency Supplies Circulate Newsletter to Tenants | <ul style="list-style-type: none"> Lockdown Building & Parking Garage. Access Only to Employees Turn on Radio & Television Turn on VCR & be Ready to Record Check & Activate P.A. System Check & Secure & Test/Activate Critical Areas of Building, Card Access System, Emergency Generator HVAC – Activate Return Air Fans, Shut Down Outside Air Intake Ducts Fans Retrieve Emergency Supplies No Deliveries Tenant To Meet/Pick-up & Sign for All Parcels At Front Desk Check Roadway & Weather Conditions |

EMERGENCY RESPONSE

EMERGENCY RESPONSE TEAM

STRUCTURE AND ORGANIZATION

(recommended for full floor tenants/companies)



Purpose

The Emergency Response Team provides on-site disaster response capabilities for any emergency situation. There should be one Emergency Response Team (with alternates) for each floor in each facility. The Emergency Response Team assumes command and control of the assigned floor until professional help arrives.

Team Leader/Floor Manager

Coordinates response activities of Emergency Response Team, has thorough knowledge of emergency procedures and acts as liaison with the building management, local Police, Fire or other agencies during an emergency to establish priorities and develop appropriate actions in assigned area.

Search and Rescue Medical Assistance Coordinator

Coordinates search and rescue and first aid response, is responsible for first aid and other medical supplies, directs assistance for physically impaired people in assigned area.

Floor Warden

Coordinates evacuation/relocation of persons in assigned area. Assists Emergency Response Team members as needed.

Fire Suppression/Damage Assessment Coordinator

Coordinates fire suppression and damage assessment response in assigned area using safe methods to suppress or isolate major hazards.

Communications Coordinator

Coordinates communication activities and maintains log of events in assigned area.

EMERGENCY RESPONSE TEAM MEMBERS, DUTIES AND RESPONSIBILITIES

TEAM LEADER/FLOOR MANAGER -DUTIES AND RESPONSIBILITIES

- Has thorough knowledge of all emergency procedures that relate to the functioning of the emergency organization of the floor.
- Is in command of assigned floor or area Emergency Response Team.
- Implements decisions of the Fire Safety Director/building manager and/or Fire Department/Police Department personnel.
- Has thorough knowledge of specialized training of team members.
- Participates in the future appointment of Floor Wardens and other team members. Notifies Fire Safety Director/building manager of any changes in team member personnel.
- Coordinates activities of team members, establishes floor command post.
- If appropriate, assigns responsibility for utility/HVAC shut-off in the event of a major disaster.
- Is familiar with assigned floor area, occupants and safe relocation areas.
- Coordinates drills and exercises to test the emergency plan and response capabilities for evacuation/relocation.
- Consults with Fire Safety Director/building manager, Police, Fire or other agencies during the emergency to set priorities and develop appropriate responses.
- Instructs Floor Wardens to release, relocate or return building occupants as appropriate.
- Ensures that Emergency Response Team supplies are adequately stocked and secured.

SEARCH AND RESCUE/MEDICAL ASSISTANCE COORDINATOR - DUTIES AND RESPONSIBILITIES

- Coordinates first aid response on assigned floor or area.
- Responds to incident with first aid equipment as needed.
- Observes and assists existing first aid efforts, assists with crowd control until Police Department arrives.
- Coordinates search and rescue operations on assigned floor or area and provide first aid as needed.
- Establishes triage area to facilitate medical stabilization.
- Directs assistance for physically impaired people in assigned area.
- Tenant maintains current inventory of first aid and medical supplies on floor.
- Responsible for completion of medical assessment report and submittal to Team Leader/Floor Manager.
- Assists Team Leader/Floor Manager with decision-making process.

FLOOR WARDEN - DUTIES AND RESPONSIBILITIES

Floor Wardens and their alternates should be selected for their decision-making ability, calm demeanor in emergency situations, and their availability to provide coverage during the normal business day. They should be available for initial and on-going training. Floor warden's duties include:

- Appoint Stairwell, Elevator and Area Monitors as needed.
- Compile a list of physically impaired individuals on assigned floor and provide a copy to building management. Use the Physically Impaired Evacuation Log found on page 29.
- Assist in the education, planning and training efforts of occupants on assigned floor.
- Direct evacuation/relocation efforts of occupants on assigned floor.
- Work in conjunction with Emergency Response Team and/or Fire and Police personnel to control or alleviate an emergency situation.
- Assist as needed in fire suppression and/or medical emergency.
- Communicate initial damage assessment in assigned area, which may include injuries or structural and non-structural damage to building management.
- Direct employees to safest areas on assigned floor (i.e., stairwell, core area of building away from windows or other dangerous situations).
- Conduct a final search of assigned area.
- Conduct regular inspections of assigned floor to ensure fire extinguishers and fire alarm devices are maintained properly.
- Conduct search of tenant suite for suspicious objects/packages in conjunction with building management personnel who will conduct a search throughout the common areas within and surrounding the building.

Each tenant on every floor shall designate at least one responsible person as a Floor Warden and one person as an Alternate Floor Warden. In cooperation with the Fire Safety Director or building manager, Floor Wardens shall oversee and ensure the safe and complete evacuation or relocation of occupants during a fire drill, actual fire, or other emergency. Alternate Floor Wardens shall assume the same duties and responsibilities in the absence of the Lead Floor Warden. Additional assistance may be needed to accommodate the number of occupants on a given floor and to assist in the supervision of related emergency tasks.

The following personnel should be pre-selected for the specified duties noted. Alternates for these positions shall also be assigned.

FIRE SUPPRESSION/DAMAGE ASSESSMENT COORDINATOR - DUTIES AND RESPONSIBILITIES

- Coordinates fire suppression or containment efforts on assigned floor or area.
- Directs a thorough floor search for fire, smoke, heat and related damage. Directs search for suspicious objects or other potential hazards.
- Completes Damage Assessment Form and submits to Team Leader/Floor Manager (see page 20).
- Assists Team Leader/Floor Manager with decision-making process.

COMMUNICATIONS COORDINATOR - DUTIES AND RESPONSIBILITIES

- Assists Team Leader/Floor Manager with dissemination of information to Emergency Operations Center (EOC).
- Has thorough knowledge of communications equipment available such as emergency phone, radio, computer equipment, etc.
- Maintains log of events and of the information received and delivered. Submits completed logs to EOC at the conclusion of event.

DAMAGE ASSESSMENT FORM

| <i>FIRE</i> | | | | | <i>MEDICAL</i> | | | |
|--------------------|------------|------|-------|----------|------------------------------|-------------------|---------------------|------------|
| Location | Electrical | Wood | Paper | Chemical | Location (if appropriate) | Minor Injuries | Serious Injuries | Fatalities |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

| <i>OTHER CRITICAL PROBLEMS</i> | | | | | | | | |
|---------------------------------------|----------|----------|-------------|-----------|------------|----------------|-----------------------------------|------------------------|
| Location (if appropriate) | Flooding | Gas Leak | Toxic Spill | DAMAGE | | | Number of Trapped People | Assistance Required |
| | | | | Stairwell | Structural | Non-Structural | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

| <i>LOCATION</i> | <i>UTILITIES/SYSTEMS</i> | <i>Operational Status</i> | |
|------------------------|--|----------------------------------|-----------|
| | | Yes | No |
| | Public Address System | | |
| | Electricity | | |
| | Auxiliary Power (stairwells, elevator, lobbies, corridor) | | |
| | Elevators (attempt voice communication with trapped people) | | |
| | Telephones | | |
| | Walkie Talkies | | |
| | Drinking Fountains | | |
| | Lavatory Basins | | |
| | Toilets | | |
| | Other | | |

| | | | |
|--|------------------|---------------------------|---------------|
| Evacuation Recommended? <input type="checkbox"/> Yes <input type="checkbox"/> No | To where? | Assistance needed: | |
| Reported by: | Time: | Date: | Floor: |

FIRE

FIRE PROCEDURES AND PREVENTION

An ounce of prevention is worth a pound of cure. Fire prevention is a task that must be addressed continually. Any time a hazard is discovered, it should be corrected immediately. If correction is not possible by the tenant, the problem should be reported to building management immediately.

SDC facilities are non-smoking buildings.

FIRE PREVENTION

Stockrooms and storage areas should be maintained in an uncluttered condition. In an effort to prevent fires from occurring, the following should be observed:

- Do not overload electrical outlets. Only use UL listed surge protectors. Extension cords and space heaters are not to be used. Surge protectors should not be used in series.
- Do not block aisles, corridors and/or exits.
- Maintain supplies/files in a neat and orderly manner.
- In an area that is not protected by a sprinkler system, do not store any materials within 36" from the ceiling.
- In an area that is protected by a sprinkler system, do not store any materials within 18" from the sprinkler head.
- Maintain 44" clearance in corridors and aisles.

A work area that is kept neat and clean reflects good management and efficiency. Papers and files stacked loosely on desks are not only unattractive, but create a potential fire hazard.

Strive to keep work areas free of excess files and paper. At night, eliminate that one extra unnecessary fire hazard by placing those papers and files in closed drawers or file cabinets.

An office machine left "ON" (i.e., typewriter, adding machine, computer, calculator, coffeemaker, photo-copier, etc.) could overheat and burn out at any time and serve as an ignition point for a major fire. Whenever you leave the immediate work area, take a quick look to be sure that all of the machines are in the "OFF" position: The last person leaving the area at night should also take time to double check that all machines are in the "OFF" position.

Watch for electrical equipment that does not appear to be working right or that is giving off a foreign odor. Report any strange odors from appliances as this could be the first indication of a potential fire hazard.

FIRE/SAFETY INSPECTION

A formal inspection utilizing the Fire Prevention Inspection Report (found on the following page) must be conducted of all areas of tenant responsibility by the appropriate Emergency Response Coordinator at least monthly.

FIRE PREVENTION INSPECTION REPORT

HOUSEKEEPING/MAINTENANCE

| | <u>OK</u> | <u>NOT</u> | <u>N/A</u> |
|--|--------------------------|--------------------------|--------------------------|
| 1. All NO SMOKING regulations being observed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Proper ashtrays, receptacles being used (outside building). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Combustible waste placed in proper/approved containers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Trash/rubbish removal made on a regular basis. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Flammable liquids safely stored in approved containers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. " NO SMOKING " signs posted in above areas. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Proper/approved ventilation provided in above areas. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. All electrical plugs, switches and cords legal and in good repair. No extensive use of cords from outlet (octopus). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Adequate clearance maintained at all subpanels (3 feet). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Electrical devices turned off when not in use. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

FIRE/LIFE PROTECTION SYSTEMS

| | | | |
|---|--------------------------|--------------------------|--------------------------|
| 11. Adequate lighting in corridors, exits and stairwells. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. EXIT signs illuminated as required. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13: Evacuation signs adequately posted. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Fire doors in operable condition - none wedged or blocked open, especially at stairwells. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Stairwells free of obstacles, storage, refuse, etc. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Corridors and exits maintained unobstructed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Fire sprinkler heads clean and unobstructed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- | | <u>OK</u> | <u>NOT</u> | <u>N/A</u> |
|---|--------------------------|--------------------------|--------------------------|
| 18. Adequate clearance (3 feet) for all fire extinguishers/hoses. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Floor Warden System personnel updated, fully staffed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Tenants/new employees instructed on emergency plans. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Other observations: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Report Submitted By: _____ Date: _____

Suite Number:

PRE-EVACUATION PLAN

Prepare yourself in advance, so you know where to go and how to get there. If your workstation is located within an office, know in advance exactly how many doors you will have to pass along your evacuation route before you reach the nearest exit door. This information may save your life if you encounter heavy smoke. Remember, when heavy smoke is present, the emergency exit signs above the doors may become difficult to see. If you know in advance how many doors you will have to pass, you can then crawl or crouch low with your head 12-24 inches from the floor watching the base of the wall and counting the number of doors you pass until you reach the exit door.

EVACUATION ROUTE

Determine in advance the nearest emergency exit to your workstation and the route you will follow to reach that exit in the event of an emergency. Also, identify an alternate route to be used in the event that your primary route is blocked or unsafe to use.

DEVELOPING A SEARCH ROUTE

- Define areas to be searched on your floor.
- Establish a primary and alternate route to be traveled that will encompass all the areas identified above.
- List all areas in the order that they will be searched.

SEARCH ROUTE

When the order to evacuate is received, certain precautions must be taken to ensure that all personnel are aware of the evacuation order. Search routes must be determined in advance to account for all areas/locations in your office space.

- Private Offices
- Restrooms
- Supply Rooms
- Conference Rooms
- Staff Rooms

PHYSICALLY IMPAIRED EVACUATION

The Fire Department requires an updated list that indicates the name, location, and nature of disability of any physically impaired individuals within the building. For the purpose of this procedure, any person with a disability, temporary or permanent, or other condition that would require them to obtain assistance during an evacuation is considered physically impaired. Please provide the name(s) of any physically impaired individual(s) to your building manager using the Physically Impaired Evacuation Form found on page 29.

During a fire or other emergency where relocation or evacuation are called for, escorts should be assigned to physically impaired individuals and recorded on the Physically Impaired Evacuation Form. Once occupants on their floor have moved into the stairwell and are proceeding to the relocation area, the escorts should move these individuals into the stairwell and close the door.

Proceed to send the stairwell or elevator monitor to advise the Fire Department of your location and the nature of the person's disability. The Fire Department will send personnel to move the individual to a safe area.

Note: *Do not leave the individual alone. Do not leave wheelchairs or other items inside the stairwell.*

PHYSICALLY IMPAIRED EVACUATION LOG

TENANT NAME: _____ SUITE NUMBER: _____

PHYSICALLY IMPAIRED
INDIVIDUAL'S NAME: _____ PHONE #: _____

Type of assistance required: _____

Assigned escorts (two required):

| Name | Suite Number | Phone # |
|------|--------------|---------|
|------|--------------|---------|

| Name | Suite Number | Phone # |
|------|--------------|---------|
|------|--------------|---------|

Assigned Floor Warden:

| Name | Suite Number | Phone # |
|------|--------------|---------|
|------|--------------|---------|

Reproduce this form for multiple use.
Return completed form to SDC building manager.

WHEN A FIRE IS DISCOVERED

In the event that you are present when a fire occurs, there are several basic safety rules to remember that could save your life.

REMAIN CALM! Your own common sense is the finest safety device ever developed.

Remember the three C's:

- CLEAR - Clear the area of all persons in the immediate area of danger.
- CALL - Call the Fire Department at 911.
- Activate the fire alarm.
- CONFINE - Confine the fire if possible by closing doors to contain the spread of the fire.
- Notify building management at (925) 277-1700 and report the situation.

WHEN A FIRE ALARM IS ACTIVATED

In the event of a fire emergency in the building, the fire alarm system will alert you with (select all that apply):

- the sound of a continuous horn
- the sight of flashing strobe lights throughout the building
- Other (give details): _____

- Upon activation of any fire alarm device, the Alarm Monitoring Company and building management personnel will immediately notify the Fire Department and provide the Fire Department dispatcher with the following information:
 - Building name
 - Building address
 - Nearest cross street
 - Location and type of fire (if known)
 - Call back number (925) 277-1700
 - Caller's name
- Floor wardens should then instruct occupants to proceed immediately to the nearest stairwell exit. Buildings less than 75 feet in height (approximately seven floors) will evacuate. Buildings greater than 75 feet high will relocate.
- The building management personnel will proceed to the fire alarm panel to verify the activated fire alarm device and its location.

- The building management personnel will ensure that the elevators have been recalled to the ground floor.
- The building management personnel will then prepare to meet Fire Department personnel and direct them to the fire alarm panel and provide them with updated information on the alarm.
- After the Fire Department has investigated the alarm floor and given the "ALL CLEAR", the building management personnel will ensure that the alarm panel and elevators have been reset.

EVACUATION PROCEDURES

Evacuation or relocation is the movement of people in an emergency to a safe location either within or outside of the building. This is best accomplished in a supervised and orderly manner. Trained personnel will make the evacuation process of any number of people a safe operation.

DEFINITIONS

- **Evacuation** - involves leaving the building (typically for buildings less than 75 feet high, or approximately seven floors)
- **Relocation** - involves moving people from one floor to another within the building (typically buildings greater than 75 feet in height)
- **Vertical Evacuation** - The movement of people either up or down stairwells, or fire escapes.

STAIRWELL SAFETY INSTRUCTIONS

WHEN EVACUATION OR RELOCATION IS REQUIRED

- ***Do not use elevators!***
- Leave beverages behind at your work area.
- Walk quickly to nearest stairwell exit.
- Remove high heels to prevent falling.
- Use handrail and stay to the right.
- Follow your floor warden's instructions, exit the building and proceed to the safe refuge area away from the building.

RELOCATION/SAFE REFUGE AREAS

Safe refuge areas are to be identified by the building manager a minimum of 100 feet from the building. Onsite training discussed safe refuge areas in greater detail.

Upon the activation of building fire alarm, all building occupants will be required to evacuate or relocate.

Bishop Ranch 15 (5 Story Building)- Floors 1 to 6 ⇒ exit the building at ground floor and proceed to safe refuge area.

Floors 7 and above ⇒ enter the stairwell and proceed to your relocation floor. Line up along corridor wall and wait for further instructions from fire officials.

Building occupants should stay with their group and prepare to check-in with building management personnel.

CLASSES OF FIRE

Fires are classified into four basic groups or classes according to the type of material involved. It is important to know the various classes of fire because the class of fire will determine the appropriate type of extinguisher to use that will safely extinguish the fire.

Fire Extinguishers

The fire extinguisher will normally be the first defense against a fire in an occupied area. Fire extinguishers are most effective when used in the early stages of a fire by properly trained individuals. Fire extinguishers are provided to attack a fire in the period between discovery and the arrival of trained fire department personnel.

CLASS A: *Green triangle containing white letter "A"*

Fires involving ordinary combustible materials (such as wood, cloth, paper, rubber, and plastics) require the heat absorbing (cooling) effects of certain dry chemicals.

CLASS B: *Red square containing white letter "B"*

Fires involving flammable or combustible liquids, gasses, greases, and similar materials where extinguishment is most readily achieved by excluding air (oxygen), inhibiting the release of combustible vapor, or interrupting the combustion chain reaction.

CLASS C: *Blue circle containing white letter "C"*

Fires involving energized electrical equipment where safety of the operator requires the use of electrically non-conductive extinguishing agents.

CLASS D: *Yellow star containing white letter "D"*

Fires involving certain combustible metals, such as magnesium, titanium, sodium, potassium, etc., requiring a heat absorbing extinguishing medium not reactive with the burning metals.

The most commonly used extinguisher is the multipurpose dry chemical extinguisher. In some areas, such as computer rooms, Halon extinguishers are supplied. Halon is a liquefied gas agent that extinguishes Class "B" flammable liquids, and Class "C" live electrical equipment fires.

Elements Of Fire

There are three basic elements of fire - fuel, heat, and oxygen. If you remove anyone of these three elements, you will safely extinguish the fire.

- Oxygen
- Heat
- Fuel

Method Of Operation

Selecting the proper extinguisher to fight a given fire is obviously going to effect the outcome. The wrong type of extinguisher may not only fail to extinguish the fire, but also may cause personal injury from electrical shock, poisonous fumes, spreading of fire or explosion.

In order to operate an extinguisher properly, the operator must know:

- The correct position for operation
- How to remove the restraining device
- How to activate the discharge agent
- How to direct the extinguishing agent on the fire

Most extinguishers deliver the entire quantity of extinguishing agent in a matter of seconds. Most fire extinguishers must be held in an upright position. The restraining device commonly referred to as the "PIN" must be removed prior to squeezing the trigger. Simply twist the pin as you pull it out. **DO NOT** squeeze the trigger as you attempt to do this, or the pin will not come out. To discharge the agent, squeeze the trigger together with the carrying handle. The nozzle or hose of the extinguisher should be directed toward the base of the flames. Next, you should sweep the flames from side to side.

Normal operating distance should be attempted from approximately six to eight feet from the fire if possible. However, when dealing with flammable liquids, the operating distance should be increased to eight to ten feet from the fire to reduce splashing.

NOTE: Prior to beginning the extinguishment process, the operator should identify an escape route. The operator should **ALWAYS** stand with his/her back to an exit. Just in case the fire suddenly gets out of control, the operator does not become trapped and can move to safety.

The basic acronym to remember when attempting to use an extinguisher is P A S S.

- PULL the pin
- AIM the hose or extinguisher at the base of the flames
- SQUEEZE the handle/trigger
- SWEEP the flames from side to side

The Buddy System

The general rule of thumb is **never** attempt to fight a fire alone. **Always** use the buddy system. When attempting to extinguish a fire, have someone quickly locate another fire extinguisher and return to the fire scene and stand by. In the event that the fire extinguisher empties before the fire is completely extinguished, someone will be prepared to take over and finish the job.

Remember, never place a **used** fire extinguisher back in its cabinet. Whenever an extinguisher has been used, it must be serviced to ensure its future effectiveness.

Note: fire extinguishers are required by law to be serviced annually by a state certified technician. It is the tenant's responsibility to have all fire extinguishers serviced within tenant's space.

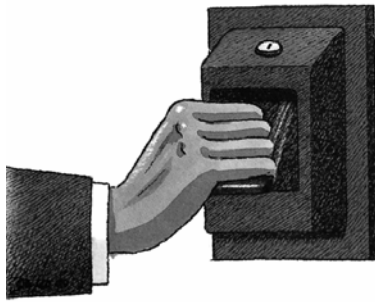
FIRE EXTINGUISHERS IN THE WORKPLACE

If there is a fire, follow your company's fire emergency plan. Designated trained employees will evaluate the fire and decide if it is safe to fight it.

If the fire is large or conditions are unsafe, all employees should evacuate.

before fighting a fire, be sure that...

1. You have been trained to operate the extinguisher.
2. Everyone not designated to use extinguishers is leaving the area and someone has sounded the alarm and called the fire department.
3. You have an unobstructed escape route in case you can't put out the fire.



If the fire does not go out, get to a safe area.

4. The fire is small, confined, and not spreading.
5. You know what's burning and your extinguisher is right for the fire.

PASS: using portable extinguishers

Keep your back to a clear exit and stand six to eight feet (two to three metres) away from the fire, and remember the acronym **PASS**.

Pull the pin to unlock the lever you squeeze to discharge the extinguisher.



Aim low Point the extinguisher nozzle or hose at the base of the fire.



Squeeze the lever above the handle to discharge the extinguishing agent. To stop the discharge, release the lever.



Sweep the nozzle or hose from side to side. Keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out.



- > Watch the fire area. If the fire re-ignites, repeat the process.
- > Have the fire department inspect the fire site, even if you think you've extinguished the fire.

Extinguishers should be installed within easy reach (so employees can access them quickly while the fire is still small) and near doors, so anyone using them will have a safe escape route.



EARTHQUAKE

EARTHQUAKE PROCEDURES

A recent study conducted by the United States Geological Survey in 1999, reports that there is a 90% chance of another earthquake the size of the Loma Prieta (7.1) earthquake centered in Northern California during the next 30 years. There is also a sizable risk of seismic activity in the Pacific Northwest region that could affect other west coast areas.

Studies indicate that following a quake of high magnitude, our emergency service agencies (Fire Department, Police, Emergency Medical Services, etc.) will be severely overwhelmed and may, not be able to respond to local areas for at least 72 hours. In addition, a severe earthquake may cause interruption in transportation and/or communications, as well as damage to gas and/or power lines, sewer and/or water mains.

Each tenant should train to be self sufficient for at least 72 hours with regard to water, food, and first aid capabilities. The following procedures provide specific information for rendering assistance, ensuring the safety of personnel, and the protection of property during and following an earthquake.

DEFINITIONS

- ***Aftershock*** - Earthquakes of similar or lesser intensity related to and following the main earthquake.
- ***Earthquake*** - The shaking or trembling of the crust of the earth, caused by underground volcanic forces and/or the breaking and shifting of rock beneath the surface of the earth.
- ***Earthquake Fault*** - A zone of weakness in the earth's crust, where two crystal blocks or rock formations part.
- ***Epicenter*** - That point of the earth's surface directly above the center of the earth's movement.
- ***Richter Scale/Earthquake Magnitude*** - The energy released by the earthquake as expressed on a scale measured in terms of magnitude.

EMERGENCY SUPPLIES
Suggested quantity for 25 people
(Emergency supplies are tenant's responsibility)

| <u>Dressings</u> | <u>Amount</u> |
|--------------------------------------|------------------------------|
| Adhesive Tape | 3 rolls (1-1", 2-2") |
| Band-Aids - 1" | 50 |
| Bandages, elastic | 3 |
| Bandages, gauze (sterile) | 12 (5-1", 5-3", 2-4" Kerlix) |
| Eyepads (sterile) | 5 |
| Gauze pads (sterile) | 20-3x3", 10-4x4", 10-2x2" |
| Sanitary napkins | 6 |
| Triangular bandages | 5 |
| <u>Orthopedic Devices</u> | |
| Ice Packs | 5 |
| Splints | 2 (18" cardboard) |
| <u>Medicinal</u> | |
| Alcohol Preps | 50 |
| Anti-diarrhea tables | 1 pkg. (24) |
| Bicarbonate of Soda | 1 box |
| Pain Reliever (non aspirin) | 1 bottle |
| Saline Solution | 1 bottle |
| <u>Instruments</u> | |
| Scissors (5-1/2" bandage) | 2 pairs |
| Tweezers | 1 |
| <u>Miscellaneous</u> | |
| Standard First Aid Book (Red Cross) | 1 |
| Duct Tape | 3 rolls |
| Dust Masks | 10 |
| Emergency Blankets | 12 |
| Facial Tissue | 10 individual packs |
| Flashlights & Batteries | 2 |
| Light sticks | 8 (4-12 hr, 4-30 min.) |
| Plastic Sags (utility 3' x 6') | 10 |
| Pry bar | 1 (36") |
| Radio & Batteries (AM/FM) | 1 |
| Rope | 1 (3/4" 50 ft.) |
| Safety goggles | 5 pairs |
| Sanitation bags | 20 |
| Wash & Wipe Towelettes | 50 |
| Work gloves | 5 pairs |
| Water (medicinal) | 64 foil packets |

BEFORE AN EARTHQUAKE

The actual movement of the ground during an earthquake is seldom the direct cause of injury. Most casualties are caused by falling objects or debris. Since most bodily injuries are caused by falling objects and debris, we should remember to remain inside the building after an earthquake, unless there is severe structural damage. Most injuries result from:

- Falling ceiling tiles and/or light fixtures
- Falling plaster and/or bricks, pictures, and/or mirrors
- Collapsing walls, toppling furniture and/or bookcases
- Fallen power lines
- Fires resulting from broken gas lines and/or spillage of flammable liquids

Earthquakes happen without warning. We have to identify in advance what hazard can be eliminated to prevent injuries or deaths from occurring. This includes securing furniture such as bookcases, wall units or other items that could fall and injure someone or block an evacuation route. **ASSESS YOUR OWN WORK AREA!**

- Is your workstation adjacent to any windows and/or glass partitions?
- Where can you take cover to protect yourself from flying glass and debris?
- Is your workstation near any freestanding objects (i.e., bookcases, cabinets, and heavy machines)?
- Could these objects be secured to prevent them from toppling during an earthquake?
- Are materials stored on top of cabinets (i.e., books, files, plants etc.)? Remember anything stored overhead could fall down due to the force of the earthquake.

Take a look around your work area and try to identify anything that could be thrown from its location from the force of an earthquake. Arrange to have these items secured, thereby eliminating the hazard.

DURING AN EARTHQUAKE

The first priority during an earthquake or aftershock is to protect yourself from falling glass or debris. At the first indication that an earthquake is occurring:

- Remain calm - do not panic.
- Act quickly, move away from windows and/or glass partitions.
- Take cover. Whenever possible, get completely underneath a sturdy desk or table and hold on and grasp firmly.
- Move to an inside doorway. Brace yourself under the doorway by leaning against one side while holding onto the other side.
- Move to an interior wall with your back against it. Lean forward and cover the back of your head and neck with your hands to protect yourself.

- Stay put, remain in the "take cover" position for a few minutes until you are sure that the earthquake is over.

Note: BE PREPARED FOR AFTERSHOCKS! Do not run outside. Most of the people injured in earthquakes are hit by falling objects outside. If you are outside when an earthquake occurs, move away from buildings, walls, power lines, lamp posts, etc., or any other objects that could fall and injure you.

AFTER AN EARTHQUAKE

When the shaking stops, remain calm. Most buildings are designed to withstand a major earthquake. Do not go outside!

Within the first few minutes:

- Make a quick check for injured or trapped persons. Provide emergency first aid to those in need. Do not move seriously injured persons unless they are in immediate danger of further injury.
- If anyone has stopped breathing, give mouth-to-mouth Rescue Breathing.
- If anyone is bleeding, apply direct pressure over the wound.
- Be reassuring and remain calm.
- Check for safety hazards. Survey around your work location for safety hazards. If possible, correct any dangerous conditions that pose a hazard to personnel. Check for the following:

| | |
|-------------------|--------------------------------------|
| Fire | Smoke |
| Loose wires | Ruptured pipes |
| Toppled furniture | Hanging ceiling tiles/light fixtures |
| Structural damage | |

MINIMAL DAMAGE EARTHQUAKE

If an earthquake has occurred and it is immediately apparent that damage has occurred, take the following steps:

- Proceed with caution - aftershocks can and probably will occur.
- Assess damage/dangers - check around your work location for damage that has occurred or potential dangers that have been created.
- Stabilize jarred objects (i.e., items stacked on top of bookcases, file cabinets, etc.) which could create a potential hazard should an aftershock occur.
- Check for cracks in the walls or loose ceiling tiles/light fixtures.
- Limit telephone use. Telephone lines may be needed for emergency communications. Check if telephones have fallen off their bases and return them to their proper locations.

- Check closed cabinets. Be sure to use caution when opening these cabinets, as their contents may (and probably will) have been thrown about. Stand to one side before opening.
- Check for injured persons and apply emergency first aid to those in need.
- Check for fire and fire hazards such as:
 - Smoke
 - Loose wires
 - Smoldering equipment
 - The smell of gas

SEVERE DAMAGE EARTHQUAKE

Should an earthquake of a large magnitude occur, we can anticipate the following:

- Structural damage
- Personal injuries
- Disruption of vital services (i.e., water, power, transportation and telephone services)
- Delay in public emergency service assistance (i.e., Fire, Police, Ambulance/Paramedics, etc.) for a minimum of 72 hours
- Proceed with extreme caution. Do not light matches or turn on any electrical switches that could produce a spark.
- Turn off all electrical machines and appliances. If gas leaks or a utility line break is confirmed, turn off gas and/or electricity at the main panels. If gas leakage is detected, shut off main valve and open doors and windows.
- Continue to assist injured and/or trapped persons. Try to get help if possible.
- Clean up spilled materials. Using extreme caution - clean up broken glass, and other hazardous materials immediately.
- Check for fires and fire hazards.

Contacting Your Family

Naturally, following an earthquake, we will all be concerned about the status of our family members and loved ones. Because phone service will probably be unavailable (and, if available, only emergency calls should be made), there will be no way of communicating with others. Cellular phones may be interrupted or out of service as well.

Choose an out-of-state person to contact as out of state lines may be available when intrastate lines are not. When phone service is available, you can attempt to communicate with your out-of-state contact person.

Remind family members that emergency information pertaining to basic first aid, earthquake survival, etc., can be found in the front of most telephone directories. Knowing that your family has insight to correct emergency procedures to be followed will help your peace of mind during an emergency.

A battery-powered radio can provide you with local news reports and information such as:

- Extent of damage
- Road conditions and closures
- Instructions from government agencies
- Aftershock reports
- Mass shelter facilities

Triage

If occupants are injured, a triage area will need to be established. This is an area that is used to sort out the injured to prioritize the order of treatment. If a person is seriously injured, they should be treated right where they are, unless there is a life-threatening hazard present that would make it necessary to move them to a safe area. Once the order of treatment has been determined by the Medical Assistance Coordinator, first aid should begin immediately. Follow the instructions of the emergency team members and provide assistance as needed.

Maintenance/Sanitation

In the event roads are out of use and you are unable to leave the premises for an extended period of time and plumbing and sewage services are not available, occupants should secure infectious waste plastic bags around the rims of the toilets. After use, the bags should be secured and placed in lined infectious waste containers. The infectious waste containers should contain spill proof lids to secure containment of infectious waste materials.

The infectious waste containers should be removed three times per day and disposed of in the trash bins outside the building to be permanently removed by the sanitation company. Tenants are responsible for maintaining their own sanitation, hygiene and emergency supplies.

When the situation begins to stabilize, clean up operations should begin. The first priority should be the removal of glass and debris, which may cause a threat during an aftershock. These items should be piled in a specific location on each floor for removal at a later time.

Note: There is a great need to assess the damages and to prepare documentation (when safe to do so), before clean-up operations begin. If clean-up begins too soon, useful information can be easily lost. Examples of good documentation may include the use of Polaroid pictures or better yet, a video recorder to collect accurate damage information.

BOMB THREAT

BOMB THREAT PROCEDURES

There is a possibility that you may receive a bomb threat while at work. Although 99% of all bomb threats are false, whatever the reason, they should all be taken seriously. Pre-emergency planning and proper action can prevent a potentially dangerous situation.

Many authorities do not recommend evacuation of a building. Although experience has shown that many calls are a hoax, if a suspicious object is located (after conducting a search of the building) and the informant has indicated a specific detonation time, it is recommended that all occupants evacuate the building. Immediately contact the building management office and the Police Department. Once evacuated, personnel should remain evacuated until the Police Department has authorized reentry.

TELEPHONE THREATS

The majority of all bomb threats are made by telephone. When a bomb threat call is received, the person receiving the call should get as much information as possible. This will assist in determining the course of action to take and assist the Police Department with their investigation. Use the Bomb Threat Report Form to take notes (see page 45).

It is very important that the person receiving the call encourage the continuation of the conversation to get as much information as possible. To encourage the caller, the recipient should remain calm, friendly, and congenial. Notes should be made during the course of the conversation. The recipient should try to get responses to the questions of when, where, what, who, and why. The recipient should also ask the caller to repeat as much information as possible.

Upon completion of the call, record as much information as possible the caller's exact words, description of the voice, and any background noises, utilizing the Bomb Threat Report Form (see page 47). Call building management.

BOMB THREAT REPORT FORM

QUESTIONS TO ASK:

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

EXACT WORDING OF THREAT:

Sex of caller: _____ Race: _____
Age: _____ Length of call: _____

Phone number at which call is received:

Time: _____

Date: _____

Reported call *immediately* to:

Name: _____

Position: _____

Phone Number: _____

CALLER'S VOICE:

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Clearing |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep Breath |
| <input type="checkbox"/> Cracking Voice | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Familiar |

If the voice is familiar, who did it sound like?

BACKGROUND SOUNDS:

- | | |
|---|--|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> Factory |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Music |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Local |
| <input type="checkbox"/> House Noises | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Motor Noises | <input type="checkbox"/> Booth Noises |
| <input type="checkbox"/> Office Machinery _____ | |
| <input type="checkbox"/> Cracking Other _____ | |

THREAT LANGUAGE:

- | | |
|--|--|
| <input type="checkbox"/> Well spoken/educated | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Foul Language |
| <input type="checkbox"/> Message read by threat maker | <input type="checkbox"/> Taped |

REMARKS:

LETTER THREATS/SUSPICIOUS PACKAGES

If the threat is received in the form of a letter, the letter should be preserved for investigation by the Police. To preserve the evidence for possible fingerprinting by Police, minimize any handling of the letter.

What to look for if you receive a suspicious letter/package:

- Foreign mail, special delivery
- Restrictive markings such as confidential, personal, etc.
- Excessive postage
- Oily stains or discoloration
- No return address
- Protruding wires or tin foil
- Call building management

CONDUCTING A SEARCH

When a bomb threat is received, you may be asked to search your own work area. This is because you will be the one most familiar with the items normally located within your immediate workstation. **Two-way radios and cellular phones should not be used as they can activate a detonator.**

The search should be conducted as discreetly as possible by the Floor Warden. The fewer people that realize what is occurring the better.

Where to Search

The search should start where you would begin to conduct a "Fire Evacuation Search". Begin the search by circling your area and working toward the center of the room.

Don't rush your search - you may miss something. Remember that you are looking for anything "out of the ordinary" or that "does not belong". Search in the following order:

- First: Floor-level to waist-level
- Second: Waist-level to eye-level
- Third: Eye-level to ceiling-level

All portions of the facility must be searched thoroughly. Be sure to check the following areas:

- Restrooms - search the stall areas, trash bins and rest areas
- Conference rooms - search under furniture, on top of cabinets, inside drawers, etc.
- General office areas - search under furniture, on top of desks and cabinets, under counters, etc.
- Stairwells - look up and down to be sure that nothing was placed inside of the stairwell

What to Look For

Look for anything "out of the ordinary" or anything "that does not belong". For example:

| | |
|-----------------------|---------------------------|
| Packages/bags/bottles | Boxes (lunch, shoe, etc.) |
| Pieces of pipe | Briefcases or suitcases |
| Thermos flask/bottle | Books |
| Flashlights | Package of cigarettes |
| Purses/wallets | |

Finding a Suspicious Object

If a suspicious object is found, observe the following precautions:

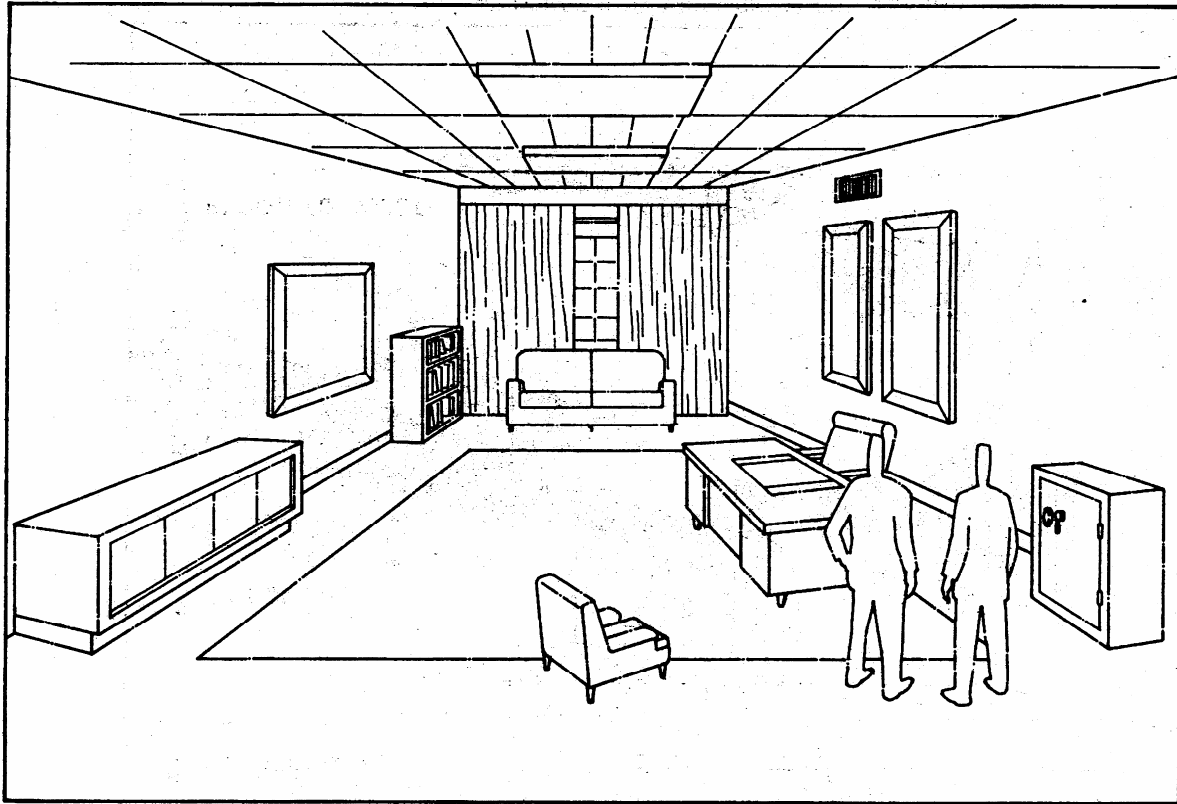
- Do not touch, jar, shake or move
- Do not transmit any radio signals
- Do not place anything over the object

Clear all personnel from the area immediately. Open any doors and/or windows and notify the Police Department, building management and Floor Wardens.

Important Reminders

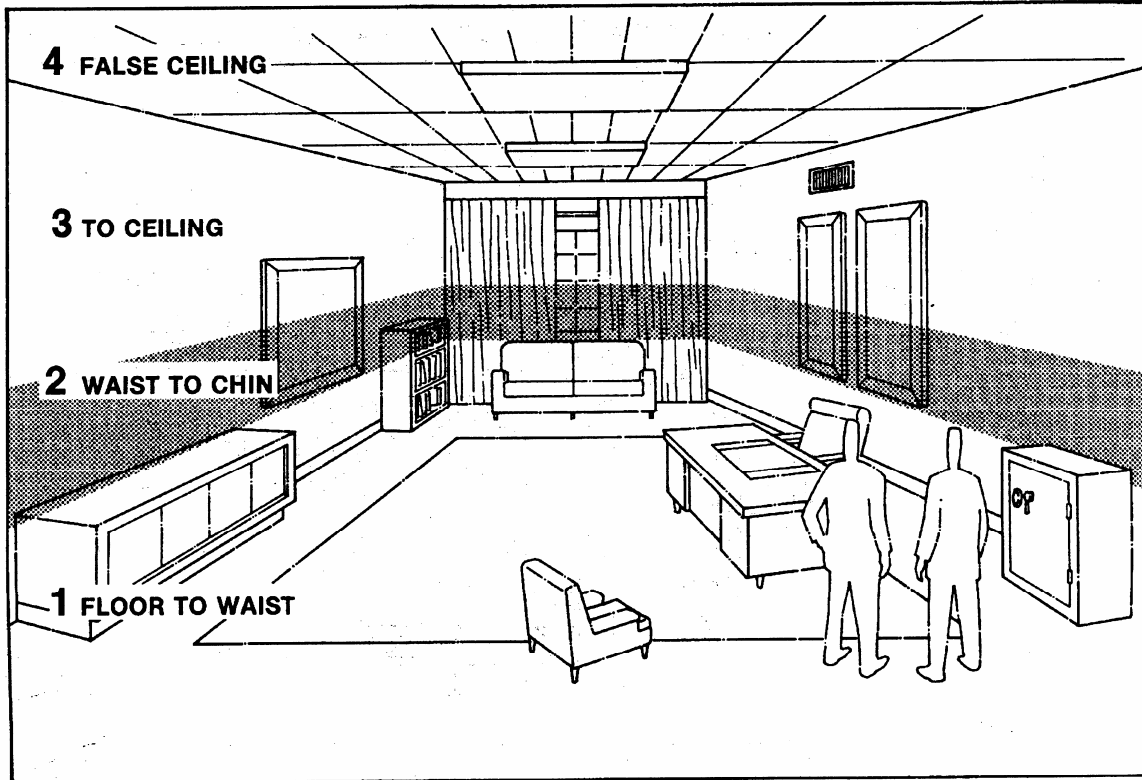
Always use caution if you discover an object that is "out of the ordinary" or "does not belong". A bomb can be concealed in just about anything. Do not move any suspicious objects.

ROOM SEARCH DIAGRAM - STEP #1



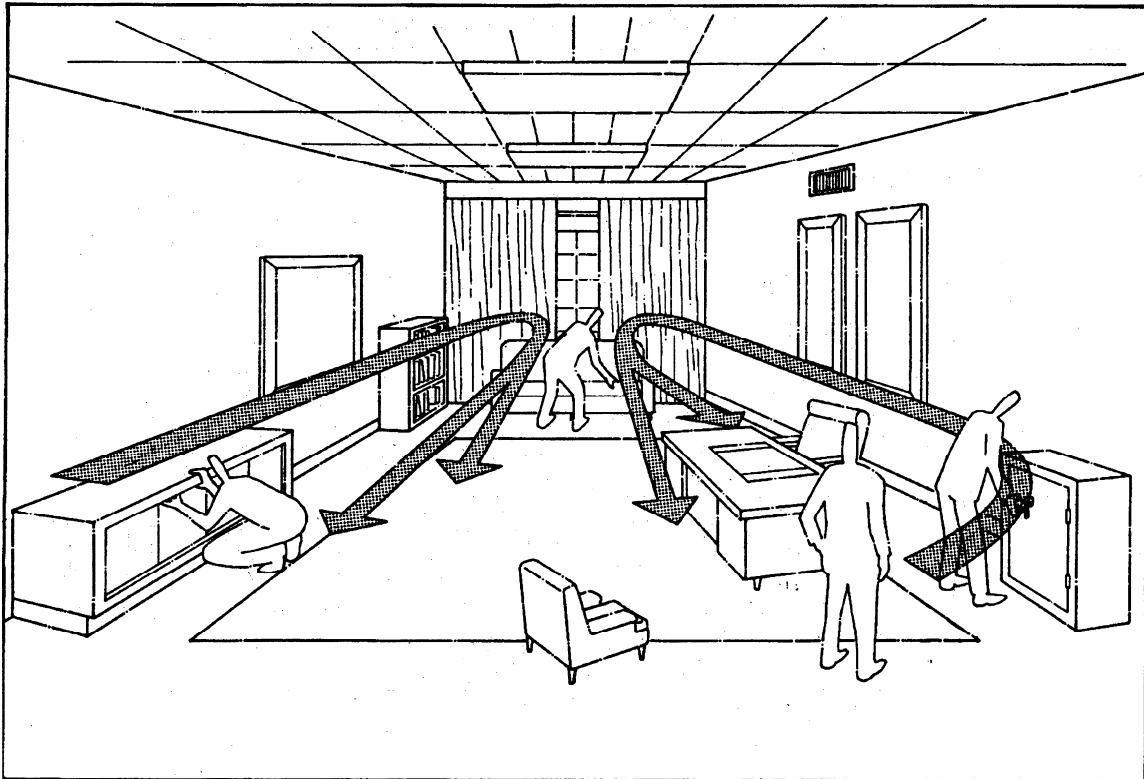
#1 ROOM SEARCH-STOP, LISTEN

ROOM SEARCH DIAGRAM - STEP #2



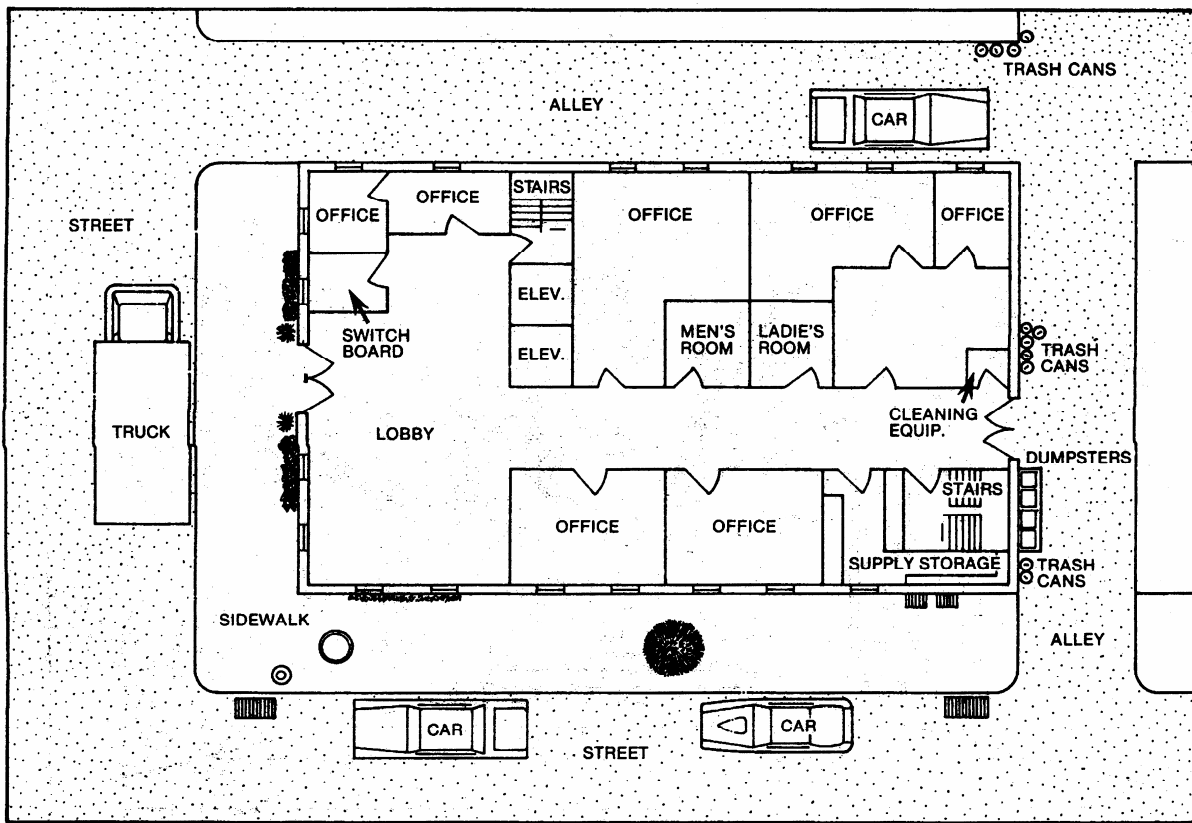
#2 DIVIDE ROOM BY HEIGHT FOR SEARCH

ROOM SEARCH DIAGRAM - STEP #3



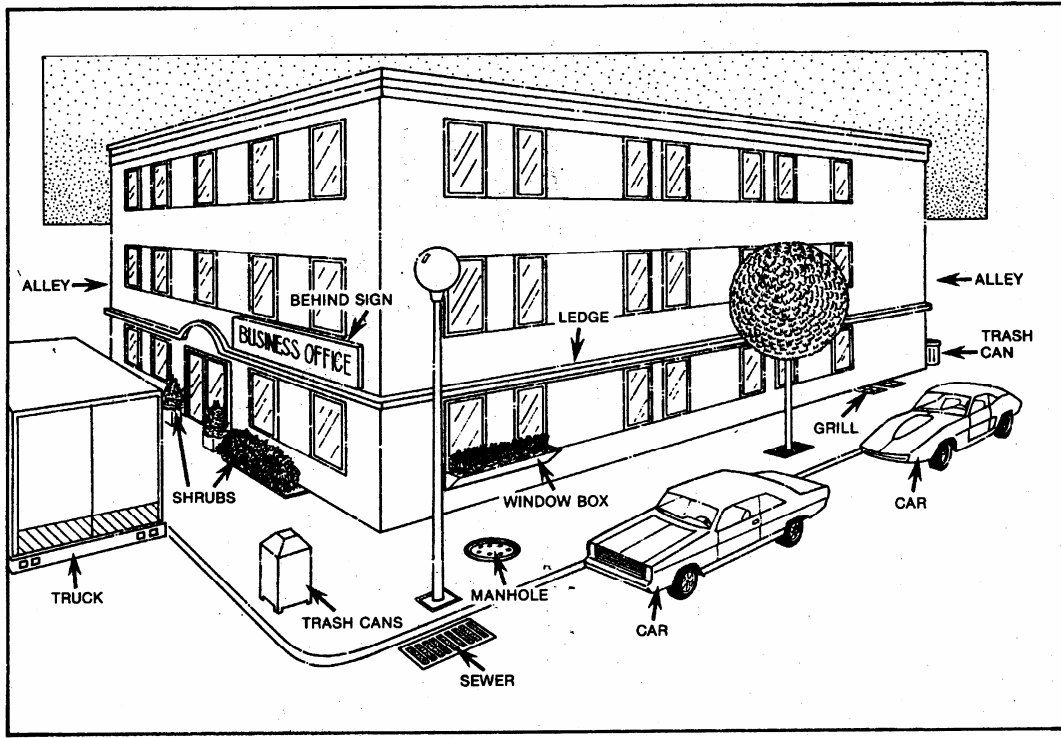
**#3 SEARCH ROOM BY HEIGHT & ASSIGNED AREA,
OVERLAP FOR BETTER COVERAGE**

ROOM SEARCH DIAGRAM - STEP #4



#4 SEARCH INTERNAL PUBLIC AREAS

ROOM SEARCH DIAGRAM - STEP #5



#5 SEARCH OUTSIDE AREAS

CONDUCTING THE EVACUATION

The building management office, in conjunction with the senior officer at each tenant space, will be responsible for determining if an evacuation is necessary.

- Stay with your group and await further instructions from building management and Police Department personnel.
- Once in the safe refuge area, stay away from the building to prevent from being injured by falling glass and debris.
- Do not cross busy streets unless absolutely necessary or instructed by Police Department or building management personnel.
- Remove high heeled shoes to prevent falling.
- Use hand rail and stay to the right.
- Dispel any false information, rumors, etc. (to reduce the possibility of panic, do not use the word "Bomb").
- Upon leaving the building, all tenants are to assemble in the safe refuge area.
- Once in safe refuge area, stay away from the building to prevent from being injured by flying glass and debris.

DETERMINING WHEN TO RETURN TO WORK

Police/Fire Department personnel in charge at the scene will determine when it is safe to re-enter the building and employees can return to work.

FIRST AID

FIRST AID PROCEDURES

The purpose of this section is to provide general and basic information pertaining to first aid. The information described in this section is recognized and recommended by the American Red Cross.

A person cannot learn everything about first aid by simply reading this section. Further training is necessary. We encourage you to become personally involved and to seek further education and training in the field of first aid. Classes are available through many local agencies such as the American Red Cross (925) 603-7400.

FIRST AID AND THE LAW

The Good Samaritan act was passed in California to protect people rendering aid with good intentions from liability if applicable. It does not protect the rescuer from being sued.

For liability to be proven there must be one or more of the following:

1. Abandonment
2. Negligence
3. Willful misconduct

To prove abandonment, there must be a fleeing from the scene of an injury.

To prove negligence, there must be injury resulting from the action of the rescuer in an unusual, unreasonable or imprudent manner.

To prove willful misconduct, there must be proof that the rescuer interfered with the first aid help or rescue attempt and caused further injury.

The Good Samaritan law may differ from state to state. Find out about the laws in your area.

BLOODBORNE PATHOGEN PROTECTION

Universal precautions should be taken in all first aid situations. To protect the rescuer and the patient from potential infection and disease, rescuer should wear latex rubber gloves. If severe bleeding is present, rescuer should also wear skin, clothing, eye and respiratory protection.

Rescuers should wash all potentially exposed areas with soap and water immediately or as soon as possible after assisting a victim. Always wash hands with soap and water after removing gloves.

DEFINITION OF FIRST AID

First aid is the immediate and temporary care given to the victim of an accident or sudden illness. The first objective is to care for the victim by:

- Checking the scene and the victim
- Calling 911
- Providing care for the victim

The first aid provider should also:

- Remain calm
- Exhibit confidence
- Do only what is necessary

When an emergency occurs, quick action is critical. However, sometimes it is difficult to decide what is an emergency and what is not. The following guidelines should help you decide when it is necessary to call 911 for emergency response.

WHEN TO CALL 911

Use common sense and the following symptom/situation guidelines to determine what is a true emergency:

- Persistent or sudden chest pain
- Breathing difficulty
- Uncontrollable bleeding
- Drug overdose or poison ingestion
- Vomiting blood
- Seizure
- Electrocutation
- Shooting, stabbing or workplace violence
- Someone who will not awaken after attempts to revive
- Severe allergic reaction
- Physical entrapment
- Severe traumatic injuries, such as:
 - Traffic accident
 - Injuries from falling
 - Severe head injuries
 - Broken bones and dislocations

Notify building management when 911 has been called in order to have an elevator waiting and management personnel to assist emergency personnel.

Note: The guidelines listed above are only some potential life-threatening emergencies. Remember, notify paramedics first in these emergency situations. If you have a situation of which you are unsure, do not hesitate to call 911.

WHEN NOT TO CALL 911

Do not call 911 regarding any of the following:

- Flu
- Common cold
- Chronic aches
- Minor cuts
- Broken fingers or toes
- Mental disorders
- Emotional upsets
- Routine transportation to clinic/hospital

RESCUE BREATHING

Many medical authorities agree that everyone 13 years of age and older should learn Rescue Breathing and CPR. Courses in CPR are offered by the American Heart Association and the American Red Cross.

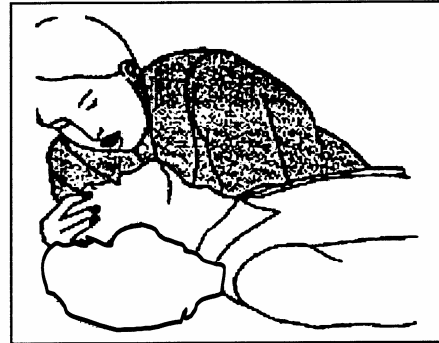
- Be careful approaching an unconscious person. He or she may be in contact with electrical current. If that is the case, turn off the electricity before you touch the victim. There are many possible causes of unconsciousness, but the first thing you must check for is breathing.
- Try to awaken the person. Tap or shake the victim's shoulder gently. Shout loudly: "Are you all right?" If there is no response, check for signs of breathing. Have someone call 911 for emergency medical help.
- Be sure the victim is lying flat on his or her back. If absolutely necessary, roll the victim over as a unit. To avoid possible neck injury, turn his or her head with the body as one unit.
- Loosen tight clothing around the neck and chest.
- Open the airway (see diagram on 58).
- If there are no signs of head or neck injury, place one hand on the victim's forehead and apply firm, backward pressure with the palm to help tilt the head back.
- Place the fingers of the other hand under the bony part of the lower jaw near the chin and lift to bring the chin forward, thus supporting the jaw and helping to tilt the head back.
- Place your ear close to the victim's mouth. Listen for breathing. Watch the chest and stomach for signs of breathing for at least 5 seconds.

- If there is any question in your mind, or if breathing is so faint that you are unsure, assume they are not breathing.
- Give Rescue Breathing immediately (see below).
- If the victim vomits, turn the victim on his or her side and sweep the mouth clear of vomit using two of your fingers.

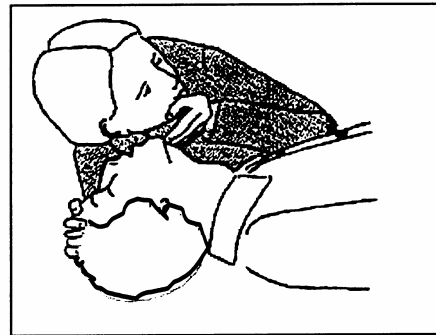
RESCUE BREATHING

1. Put your hand on the victim's forehead. While holding the forehead back, gently pinch the nose shut with your fingers.
2. To open the airway, put your other hand under the victim's jaw, and lift the chin until it points straight up.
3. Take a deep breath. Open your mouth wide. Place it over the victim's mouth. Blow air into the victim until you see the victim's chest rise.

4. Remove your mouth from the victims. Turn your head to the side and watch the chest fall while listening for air escaping from the victim's mouth. Give another breath.



5. If you hear air escaping and see the chest fall, Rescue Breathing is working. Continue until help arrives.
6. Check the victim's pulse.
7. Repeat a single breath every 5 seconds (12 breaths per minute.) Wait for chest deflation after each breath.
8. If you don't hear air escaping, airway is blocked (see Choking section on next page). Clear any vomit using two of your fingers.



CHOKING

1. For a victim in distress who can speak, cough, or breathe, do NOT interfere. Coughing is the best way to remove an obstruction. If the choking continues without lessening, call 911 for help.
2. For a choking victim who cannot speak, cough, or breathe, have someone call 911 and take the following action:
 - a. Stand behind the victim, who can be standing or sitting.
 - b. While standing behind the victim, place the thumb side of a fist against the victim's abdomen just above the navel and below the rib cage.
 - c. Grasp the fist with the other hand and give sharp inward and upward thrusts until the object is expelled. Be careful not to exert pressure against the victim's rib cage with your forearms.

Repeat procedure until the victim is no longer choking.



BLEEDING - EXTERNAL

Wounds

The best way to control bleeding is to apply direct pressure over the area of the wound. Do not attempt to apply a tourniquet yourself. Always avoid skin contact with the victim's blood. Use several layers of material, if necessary.

- Use a pad of sterile gauze, if available. A sanitary napkin or clean handkerchief will do.
- Apply firm, steady, and direct pressure for 5 to 15 minutes. Most bleeding will stop within a few minutes. If bleeding continues, check to be certain that pressure is directly over the bleeding site. Reposition pressure and any bandages as necessary. If the material becomes blood-soaked, apply more material. Never remove a blood-soaked dressing since this will cause fresh bleeding.
- If bleeding is from a foot, hand, leg, or arm, use gravity to help slow the flow of blood. If there are no broken bones, elevate the limb so that it is above the victim's heart.
- Severe nose bleeding can often be controlled by applying direct pressure by pinching the nostrils with the fingers while leaning forward. Apply pressure for 10 minutes without interruption.

Head Injuries

Bleeding from an ear may indicate the possibility of a skull fracture.

- Call for emergency help. Let a professional medical person attend the wound.
- Always suspect a neck injury when there is a serious head injury. Keep the neck and head still.
- Keep the airway open (see Rescue Breathing on page 58).
- Special care must be taken when trying to stop any scalp bleeding when there is a suspected skull fracture. Bleeding from the scalp can be very heavy even when the injury is not extremely serious.
- When stopping the bleeding, don't press too hard. Be very careful when applying pressure over the wound so that bone chips from a possible fracture will not be pressed into the brain.
- DO NOT give the victim any fluids, cigarettes, or other drugs - they may mask important symptoms.
- DO NOT attempt to stop bleeding from within the ear by direct pressure.

BLEEDING - INTERNAL

Warning signs

- Coughing, or vomiting blood or passing blood in urine or stool
 - Cold, clammy, pale skin
 - Rapid, weak pulse
 - Dizziness
-
- Get emergency medical help immediately.
 - Have the victim lie down with feet slightly elevated and relaxed. Stay calm and keep the victim warm.
 - Do not let the victim take any medication or fluids by mouth until seen by a doctor.

BROKEN BONES

- Call for emergency help or get someone to call for emergency medical help immediately.
- DO NOT move the victim unless the victim is in immediate danger of further injury.
- Check for the following:
 - Breathing - give Rescue Breathing if needed
 - Bleeding - apply direct pressure over the site
 - Shock symptoms like:
 - Pale or bluish, cold, clammy skin, rapid weak pulse, overall weakness, and rapid, shallow breathing
 - Keep the victim calm and comfortable
- DO NOT try to straighten out a fracture or push any broken bone back into place. Let a doctor or trained individual do that. If you must move or transport the victim, immobilize or stabilize the fracture as well as possible.
- Keep the victim warm and give no fluids or stimulants.

SHOCK

Shock is a condition caused by inadequate blood flow to vital organs. It is generally due either to weakness of the heart or blood vessels, or loss of body fluids from circulation by internal or external bleeding, prolonged vomiting or diarrhea, or extensive burns. A fluid loss of over two quarts can produce severe shock in an average-size adult.

Appearance

Pale, cool, clammy skin; dilated pupils; dizziness; weakness; nausea, thirst, confusion and anxiety. Check for shallow, rapid breathing, or possible deep and irregular breaths. Feel for a radial (wrist) pulse, or if unconscious, a carotid pulse, usually rapid and weak.

Treatment

Place patient in the Shock Position -- lie patient down and elevate legs above the level of the heart to provide improved blood flow to the vital organs.

For head or chest injury, use Elevated Shock Position - lie patient down and slightly elevate the upper body from the waist. This reduces swelling in the brain and aids with difficult breathing.

Maintain normal body temperature by covering with blanket or shading from extreme heat. Do not move patient unless an immediate danger exists. Do not give fluids.

SEIZURE

Let the seizure run its course. Don't panic.

Symptoms of a seizure

- Limbs may jerk violently
- Eyes may roll upward
- Breathing may become heavy with dribbling or frothing at the mouth
- Breathing may even stop temporarily in some cases
- The victim may bite his or her tongue so severely that it may bleed and cause an airway obstruction

During the seizure

- Call for emergency medical help at once.
- DO NOT attempt to force anything into the victim's mouth. You may injure yourself and/or the victim.
- Help the victim lie down to keep from falling and injuring themselves.
- DO NOT use force or attempt to restrain a seizure victim.
- Move objects out of the way which may injure the victim (chairs, desks, tables, etc.)
- If an object endangers the victim and cannot be moved, put clothing or soft material between the seizure victim and the object.

After the seizure

- Check to see if the victim is breathing. If not, give Rescue Breathing at once (see page 58).
- Check to see if the victim is wearing a medical identification bracelet or necklace. It will describe emergency medical requirements.
- The victim of a seizure or convulsion may be conscious, but confused, and not talkative when the intense movement stops. Stay with the victim. Watch the victim to make sure breathing continues, and keep the victim warm.

ELECTRIC SHOCK

- Do not touch a person who has been in contact with electrical current until you are certain that the electricity is turned off. It is important to make sure that the electrical current is no longer in contact with the victim so that you do not receive an electric shock when you touch the victim. Shut off the power at the plug, circuit breaker, or fuse box.
- If the victim is in contact with a wire or a downed power line, use a dry stick to move it away. If the ground is wet, do not approach. Call 911 for help.
- If you can approach, check for breathing. If the victim's breathing is weak or has stopped, open the airway. If after a few seconds the victim is still not breathing, immediately begin Rescue Breathing (see Rescue Breathing section on page 58).
- If the victim is conscious while you wait for help to arrive:
 - Keep the victim warm (cover with a blanket, coat, etc.) and lying down
 - Give the victim nothing to eat or drink until he or she is seen by a doctor

HEART ATTACK

Warning signs

- Severe squeezing pains, crushing pains, or heavy pressure in the chest
- Pain that radiates from the chest into either arm, the neck, or jaw
- Shortness of breath
- Sweating and weakness, nausea, or vomiting
- Prolonged 'indigestion' type of pain

If the victim is experiencing any of these sensations, take no chances. Call 911 at once.

If the victim is not breathing, give Rescue Breathing **immediately**. Get someone else to call for emergency help.

If you cannot detect a heart beat by taking a pulse at the carotid artery (located on either side of the neck slightly below and forward of the angle of the jaw in the groove on the side nearest you of the Adam's apple) begin CPR.

POISONING

Check to see if the victim has any burns around the mouth. This could indicate poison has been ingested. Locate and keep the suspected substance and container.

If the victim is conscious:

- Call the Poison Control Center (phone number is on page 4 of this manual).
- DO NOT give counter agents unless directed by the Poison Control Center or a physician.
- DO NOT follow directions for neutralizing poisons found on the container unless directed by the Poison Control Center.
- Dilute poison by giving victim moderate amounts of water if directed by the Poison Control Center

If the victim is unconscious:

- Call 911.
- Check to see if victim is breathing. If not, tilt victim's head back and perform Rescue Breathing (see page 58 of this manual).

BURNS

Fire Burns

- For small burns, cool the burn with running water to stop the burning process. Do not apply butter to the burn. If ice is used, make sure it is contained in cloth and not applied directly to the burn.
- For large burns, call 911. Make sure the burning has stopped, and cover the victim with a clean, dry sheet.

Chemical Burns

- Remove victim's affected clothing. Wash burned areas with cool water for at least 20 minutes. Call 911.

POWER FAILURE

POWER FAILURE PROCEDURES

The utility companies that provide electricity for homes, business and industry are connected to each other through a complex system of “grids” that allow residents or businesses in one area to utilize excess power from another area in an emergency situation. If the power supply from one area is interrupted, it may take some time for the alternate power source to come on line.

WHEN A POWER FAILURE OCCURS

- Shut off all electrical equipment, machines and lights that are not in use.
- Locate emergency equipment and get it functioning.
- If the power failure occurs during the day, blinds, drapes, etc. should be opened to utilize available sunlight.

If the problem is confined to the tenant space, building management should be notified. If the power failure is the result of problems experienced by the local utility provider, try to maintain an open line of communication with them. If the surrounding area is affected, a battery-operated AM/FM radio should be used to monitor news reports.

The elevators are not equipped with emergency power. However, if someone is trapped, it is important to maintain an open line of communication to keep him or her calm. Building management should be notified of any persons trapped in elevators.

If the power outage is estimated not to be correctable in a reasonable length of time, a phased release of personnel may be enacted by building management personnel, in conjunction with tenant office managers. Emergency lighting will operate for approximately twenty minutes for up to a maximum of two hours.

EMERGENCY POWER SUPPLY

In the event of a power failure, the building is not equipped with an emergency generator. However, emergency lighting will operate in the common corridors, elevators and lobbies, stairwells and restrooms, the emergency exit lights, limited lighting in the tenant spaces for approximately twenty minutes for up to a maximum of two hours.

It is important to turn off all machines, equipment and lights not in use if a power failure occurs. In the event that power is restored, circuits will not become overloaded from the initial surge of power.

EMERGENCY EQUIPMENT

Because the type of emergency power equipment installed in each location may vary from building to building, it is the responsibility of each tenant to identify what equipment is present at your work location and what you can do to supplement it (i.e. flashlights, radios, etc.).

The amount of emergency equipment you should have on hand will vary from location to location depending on the physical layout, availability of natural light, etc. Try to imagine your location without any interior lighting and ask yourself the following:

- Which areas could function with available natural light?
- Which areas would need artificial light to function?
- Are all exits external or do some access another part of the building?

DEFINITIONS

Forced Blackout

This term applies to situations that arise when the utility company is aware of the impending loss of power from one of its grids due to malfunction, maintenance, replacement or repair. When this situation becomes inevitable, the local utility companies will selectively blackout some of its areas in order to keep vital areas functioning at full capacity (hospitals, communications centers, emergency response facilities, etc.)

Unforced Blackout

This term applies to situations arising from “Acts of God”, over which the utility company has no control, such as a severe storm that damages power lines, an earthquake that destroys a generating plant, or a flood that incapacitates a relay station. The extent of the power disruption would be in proportion to the damage sustained and dependent upon the ability of the local utility company to supplement the power from another source while repairs are being made.

Brownouts

During periods of very heavy power usage, the power company may have to reduce voltage. This is commonly called a “brownout” and frequently occurs in urban areas during high periods of air conditioner use.

CIVIL DISTURBANCES

CIVIL DISTURBANCE PROCEDURES

Civil disturbances may take a variety of forms, such as: pickets, marches, riots and even sabotage efforts. Whether planned or not, there is always the possibility of escalation to a point of major catastrophe. Many serious situations can be minimized or avoided by prompt implementation of a plan. Pre-planning is essential for the protection of people, property and assets.

PRE-PLANNING

There is a possibility that you could receive advance warnings of a possible disturbance from sources such as posters, handouts distributed in the area, local law enforcement, or the news media. This information can be used to estimate the probability of escalation, the duration of the anticipated disturbance, and the likelihood of your involvement.

Avoid Over-Reacting

Keep abreast of current developments so that any action required can be implemented in a timely and orderly manner. Fire extinguishers and first aid supplies should be periodically inspected to ensure their availability in an emergency.

DURING THE DISTURBANCE

Specific actions to be taken will depend upon the type of disturbance and the seriousness of the situation. Avoid contact with the individuals involved. Unnecessary conversation could lead to an argument which could possibly cause you or your organization to become a target for violence. If demonstrators enter the tenant suite, immediate steps must be taken to protect employees, visitors and property. Tactfully request the individuals to leave the facility. Immediately contact the Police Department and the building management office.

Avoid Unnecessary Confrontation

If demonstrators outside begin rioting, or weapons and/or explosives are seen, immediately lock all doors. If the decision is made to evacuate, Police Department and the building management office should be notified. Evacuate the building via the farthest exit from the demonstration area.

If violence erupts and you are unable to evacuate, move away from windows and close all draperies and blinds. Move to the safest area in the suite, taking fire extinguishers, first aid supplies and all other necessary provisions with you. The Police Department and the building management office should be immediately contacted.

DO NOT ATTEMPT ANY PHYSICAL CONTACT WITH THE DEMONSTRATORS
UNLESS IT IS ABSOLUTELY NECESSARY TO CLOSE DOORS OR FREE SOMEONE
WHO IS IN DANGER.

AFTER THE DISTURBANCE

If there are questions by the press, they should be referred to the building management office refer them to the building management office. Any statement could invite retaliation by those individuals involved.

An inspection of tenant suite should be conducted immediately. If danger is found that appears to be a direct result of the disturbance, Police Department and the building management office should be immediately notified.

MEDIA INQUIRIES

MEDIA INQUIRIES

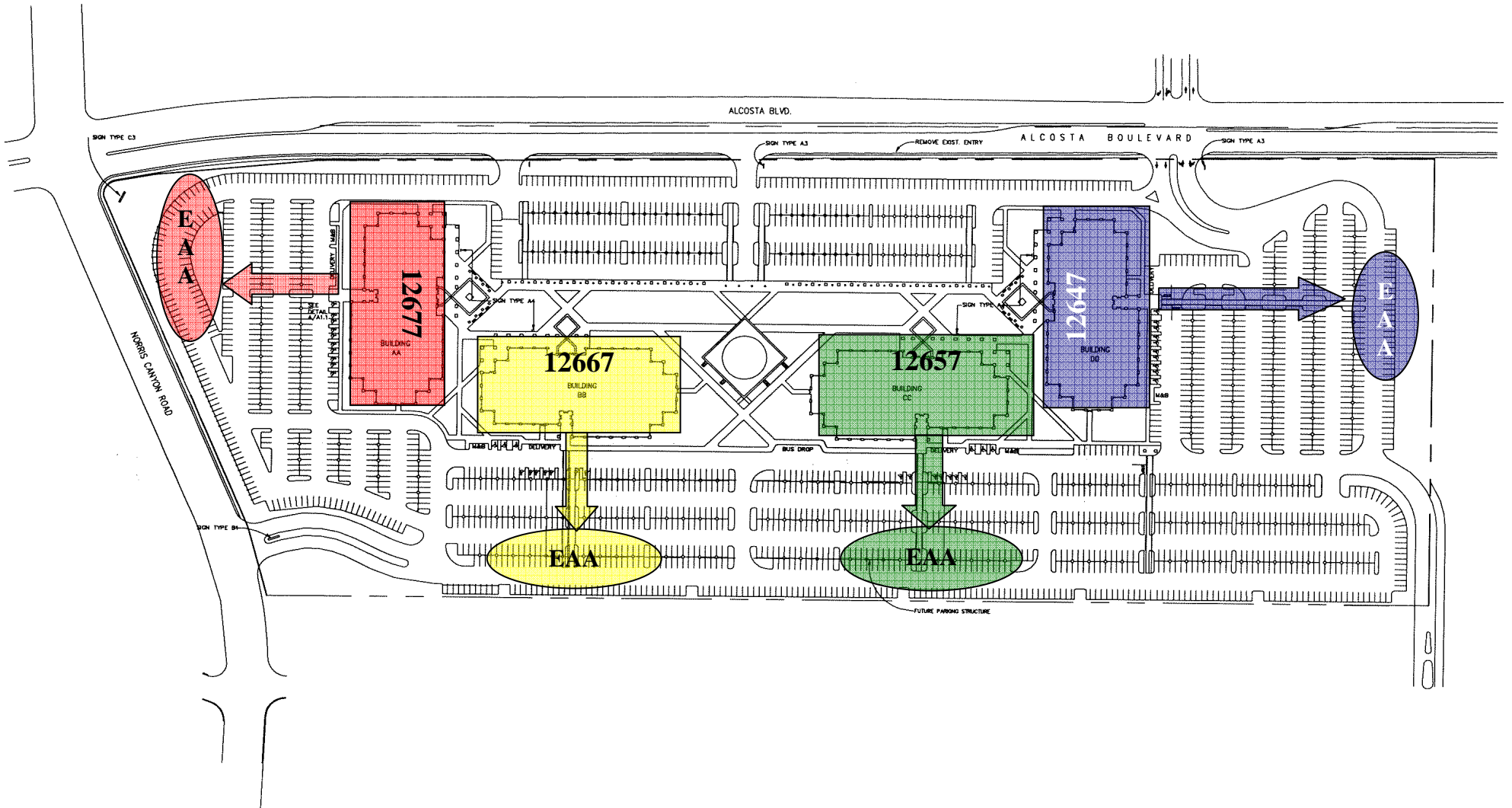
When a major crisis occurs (such as civil disturbance, janitorial strike, natural disaster, etc.), it is likely to draw media and public attention to the property. Building management should be courteous and understanding of the media's desire to get the facts, but they should direct all inquiries to a local Officer or the Corporate Communications Director.

Building management should gather the facts immediately following a crisis event and communicate them to a local SDC Officer and/or Corporate Communications director. The Officer and/or Communications Director will formulate and provide statement(s) to the media following review by SDC's legal department.

Depending on the nature of the crisis, building management should continue to communicate the facts as they evolve to the SDC Officer and/or Communications Director so that they may keep the media informed of the status of the crisis.

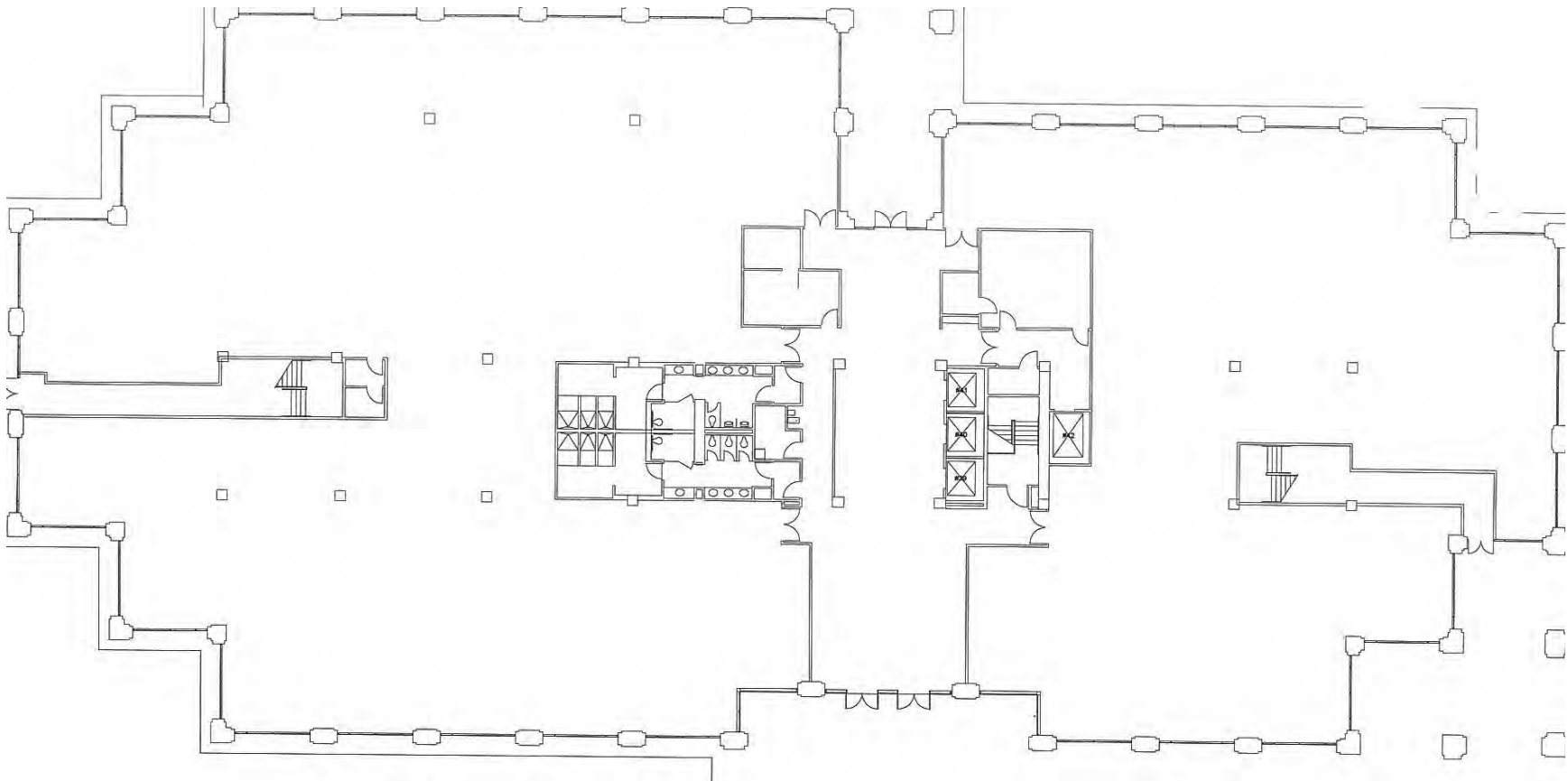
FLOOR PLANS

Building Evacuation Assembly Areas



EAA- Evacuation Assembly Area

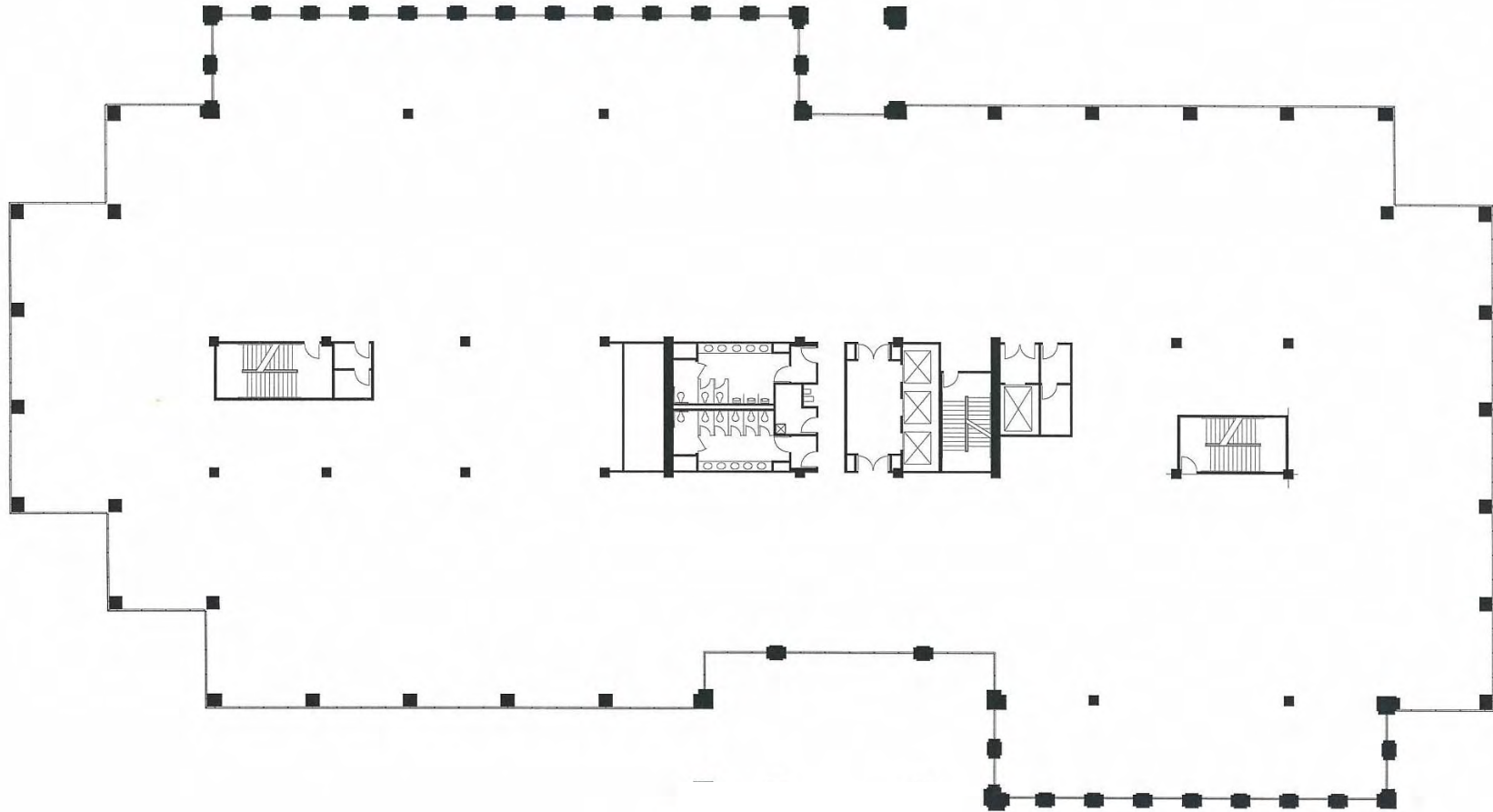
Bishop Ranch 15 Floor Plan



FIRST FLOOR

12647-12677 Alcosta Blvd.

Bishop Ranch 15 Floor Plan



SECOND THRU FIFTH FLOORS
12647-12677 Alcosta Blvd.