



Emergency Procedures

EMERGENCY PHONE NUMBERS

Fire – Police – Medical	9 – 1 – 1
Sunset Development Company	925-277-1700
Poison Control Center	800-222-1222
East Bay MUD (Water)	866-403-2683
Pacific Gas & Electric	800-743-5000
San Ramon Regional Medical Center	925-275-9200

NON-EMERGENCY PHONE NUMBERS

San Ramon Police Dispatch	925-973-2779
Pacific Gas & Electric (24-Hour Info on Electric Outages)	800-743-5002
American Red Cross	925-603-7400

BOMB THREAT CHECKLIST

QUESTIONS TO ASK:

- When will the bomb explode?
- Where is the bomb located?
- What does the bomb look like?
- What floor is it on?
- Why are you doing this?
- What is your name?

CALLER'S EXACT WORDS:

DESCRIPTION OF CALLER:

- Male Female Adult Child

Call received by: _____

Time: _____

Length of call: _____

CALLER'S VOICE:

- Loud
- High Pitched
- Raspy
- Intoxicated
- Soft
- Deep
- Pleasant
- Disguised
- Slurred
- Angry
- Excited
- Stutter
- Crying

BACKGROUND NOISES:

- Office Machines
- Factory Machines
- Bedlam
- Animals
- Quiet
- Party Atmosphere
- Street Traffic
- Airplanes
- Trains
- Voices
- Music
- Mixed
- Long Distance/Static

BOMB THREAT CHECKLIST

BOMB THREAT PROCEDURES

BOMB THREATS ARE USUALLY RECEIVED BY TELEPHONE, BUT MAY BE RECEIVED BY LETTER OR PACKAGE. MOST BOMB THREATS ARE MADE BY CALLERS WHO WANT TO CREATE AN ATMOSPHERE OF GENERAL ANXIETY AND PANIC, BUT ALL SUCH CALLS MUST BE TAKEN SERIOUSLY AND HANDLED AS THOUGH AN EXPLOSIVE DEVICE IS IN THE BUILDING.

IF YOU RECEIVE A BOMB THREAT CALL, FOLLOW THESE STEPS:

Ask questions such as:

When will the bomb explode?

Where is the bomb right now?

What does the bomb look like?

Why did you place the bomb?

Take notes on everything said and on your observations about background noises, voice characteristics, etc. Use the bomb threat checklist for easy reference.

After the caller has hung up, immediately notify your Floor Warden and your Supervisor. These individuals should notify Sunset Development Company personnel and prepare to conduct a thorough office search for a suspicious object. Sunset Development Company personnel will notify the Police Department and begin searching the common areas within the building. Each building tenant will be contacted and requested to conduct a thorough search of their suite.

The search should be conducted by individuals familiar with the area and as discreetly as possible. Begin the search by circling your area from the perimeter and working toward the interior of the suite. Search from:

- Floor level to waist level
- Waist level to eye level
- Eye level to ceiling level

Look for anything out of the ordinary or anything that does not belong, such as:

- Packages/Boxes
- Pieces of pipe
- Briefcases
- Suitcases
- Thermoses

If a suspicious object is found. DO NOT TOUCH IT! Clear all personnel out of the immediate area of danger. Notify the Police Department and Sunset Development Company for building evacuation.

INTRODUCTION

Natural and man-made disasters often strike without warning. Sunset Development Company is highly committed to increasing safety for the protection of the building tenants and visitors. Your safety is our primary concern at Bishop Ranch Business Park.

This booklet is designed to provide you with basic guidelines and procedures to follow in the event of an emergency such as a fire, earthquake, bomb threat, etc. The more educated you are in emergency preparedness, the better chance of survival you will have in an emergency situation.

Please read and become familiar with this information BEFORE an emergency occurs. Each and every tenant is an important part of the safety program at Bishop Ranch Business Park.

We cannot prevent disasters such as earthquakes and fires from occurring, but what we can do is take certain precautions before a disaster strikes to minimize its effects. Emergency preparedness means that when an emergency occurs, you are prepared to react, make correct decisions, and assist others in need. The emergency preparedness program at Bishop Ranch Business Park is a proactive, comprehen-

sive and assertive safety program that involves the cooperation and participation of each and every tenant, the San Ramon Valley Fire Protection District, Sunset Development Company and the City of San Ramon, California.

The procedures described in this booklet shall serve as a quick reference guide that includes critical instructions to be followed during or immediately following an emergency situation. For more complete information, please consult the Property Manager or the Emergency Response and Resource Manual for your building.

FIRE PROCEDURES

In the event of a fire in your building, the fire life safety system will alert you with the continuous sound of a bell at Bishop Ranch 2, 11 and 12, or a siren and strobes in all other buildings.

Upon notification via the fire alarm sound, or if there is smoke or fire present on your floor, immediately evacuate the building.

Enter the stairwell and proceed to the ground floor. Use the handrails and stay to the right.

DO NOT USE ELEVATORS!

Exit the building and proceed to the building evacuation area. The building evacuation area is located in the parking lot away from the building. Please consult with your Floor Warden or Emergency Response and Resource Manual for the specific Building Evacuation Assembly Areas.

Once you have assembled in your Building Evacuation Assembly Area, stay with your group and await further instructions.

POWER FAILURE PROCEDURES

- Shut off all electrical equipment, machines and lights that are not in use.
- Supplemental emergency lighting and exit signs will be lit by battery backup.
- 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 building, notify Sunset Development Company. If the power failure is the result of problems experienced by Pacific Gas & Electric, try to maintain an open line of communication with them. If the surrounding area is affected, an AM/FM radio should be used to monitor news reports.

If someone is trapped in an elevator, it is important to maintain an open line of communication to keep them calm. Report the trapped person to Sunset Development Company.

If the power outage is estimated not to be corrected in a reasonable length of time, a phased release of personnel will be enacted by Sunset Development Company personnel, in conjunction with the Senior Officer from each tenant space. Emergency lighting will operate for approximately 24 hours.

POWER FAILURE PROCEDURES

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In the event of a power failure, the building is **not** equipped with an emergency generator. Emergency lighting will operate for up to 24 hours in the common corridors, elevators, lobbies, stairwells, restrooms and emergency exits. Limited lighting in the tenant spaces will operate for up to a maximum of two hours.

EMERGENCY EQUIPMENT

Because the type of emergency power equipment installed in each location may vary from building to building and tenant to tenant, it is the responsibility of each tenant to identify what sensitive electronic equipment is present at your work location and what you can do to protect it and/or supplement it (i.e., Uninterruptible Power Supply (UPS), surge protector equipment, public address system, flashlights, radios, etc.).

POWER OUTAGES

Businesses must be prepared for power interruptions. Power outages occur when there are storms, high winds (the most common source of outages), mudslides, floods and lightning. In addition to natural occurrences, there is the possibility of rotating outages that generally last no more

than two hours. Continuing "business as usual" during these rotating outages may be difficult, but preparing for them may lessen the impact on your operation. Based on the building's rotating outage block number, Sunset Development Company will provide you with sufficient notice for any possible planned rotating block outage, also known as a brownout.

The Emergency Broadcast Network is an excellent source of information that you can tune to for power outage updates, or call (800) PGE-5002 for 24-hour power outage information.

For additional tips on safety and preparation for power outages, consult the Pacific Gas & Electric Company's Web site at www.pge.com.

IF YOU DISCOVER A FIRE

- **CLEAR** all personnel out of the immediate area of danger.
- **CALL** the fire department (9-1-1) and activate the fire alarm pull station.
- **CONFINE** the fire by closing doors.
- Notify Sunset Development Company personnel at 925-277-1700 and evacuate the building.

FIRE EXTINGUISHER PROCEDURES

- **PULL** the pin
- **AIM** the extinguisher at the base of the flames
- **SQUEEZE** the trigger against the handle
- **SWEEP** the flames from side to side

NOTE: FIRE EXTINGUISHER USE SHOULD BE ATTEMPTED FOR SMALL FIRES ONLY, AND BY THOSE INDIVIDUALS WHO HAVE BEEN TRAINED.

FIRE PROCEDURES

MEDICAL EMERGENCY PROCEDURES

When an emergency occurs, quick action is critical. It is the responsibility of each tenant to recognize the signs of a medical emergency, activate the emergency medical system (9-1-1) and to provide the appropriate care until professional help arrives.

First aid is the immediate and temporary care given to the victim of an accident or sudden illness. The information provided in this section is recognized/recommended by the American Red Cross. It is recommended that you seek further education and training in first aid to provide proper emergency care.

IN THE EVENT OF A MEDICAL EMERGENCY, FOLLOW THESE STEPS:

- CHECK:** the scene for safety and the victim for consciousness, breathing, pulse, and bleeding.
- CALL:** 9-1-1, activate the EMERGENCY MEDICAL SERVICES SYSTEM.
- CARE:** for the conditions you find until professional help arrives.

CIVIL DISTURBANCE PROCEDURES

AVOID UNNECESSARY CONFRONTATIONS!

If demonstrators outside begin rioting, or weapons and/or explosives are seen, immediately lock all doors.

1. Notify the Police Department and Sunset Development Company.
2. If violence erupts and you are unable to evacuate, move away from windows and close all draperies and blinds.
3. Move to the safest area in your suite, taking fire extinguishers, first-aid supplies and all other necessary provisions with you.

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 you are questioned by the press, refer them to Sunset Development Company. Any statement could invite retaliation by those individuals involved.

CIVIL DISTURBANCE PROCEDURES

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GENERAL INFORMATION

Civil disturbances may take a variety of forms, such as picketing, marches, riots and even sabotage efforts.

Whether planned or not, there is always the possibility of escalation to a point of major catastrophe.

DURING THE DISTURBANCE

Avoid contact with any 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 your tenant premises, 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 Sunset Development Company.

MEDICAL EMERGENCY PROCEDURES

- 1. RESCUE BREATHING** – Gently tilt the head back to open the airway. Pinch the nose closed and give two slow, full breaths. Watch the chest rise and fall during each breath. Breathe into the victim once every 5 seconds.
- 2. HEIMLICH MANEUVER** – Ask the victim if he or she is choking. If the victim cannot cough, speak or breathe, stand behind the victim. Place thumb side of fist against middle of abdomen just above the navel. Grasp the fist with your other hand. Give quick upward thrusts until the object is coughed out, the victim starts to cough forcefully, the victim becomes unconscious or

professional help/another trained person takes over.

- 3. STOP BLEEDING** – Apply direct pressure to the wound with sterile gauze. Elevate the wound above the level of the heart. Maintain pressure for 5 to 15 minutes. Cover wound with sterile dressing. If bleeding persists, apply pressure point to restrict the flow of blood.

FOR ADDITIONAL INFORMATION, CONSULT THE FRONT PAGES OF YOUR LOCAL TELEPHONE DIRECTORY OR THE AMERICAN RED CROSS.

MEDICAL EMERGENCIES

EARTHQUAKE PROCEDURES

EARTHQUAKES CAN HAPPEN AT ANY TIME.

Studies indicate that following an earthquake of high magnitude, our emergency services agencies will be severely overwhelmed and may not be able to respond to local areas for at least 72 hours.

The actual movement of the ground during an earthquake is seldom the direct cause of injury or death. Most casualties are caused by falling objects or debris.

BEFORE AN EARTHQUAKE OCCURS:

- Assess your work area and tenant suite, identify hazards that can be eliminated to prevent injuries or deaths from occurring.
- Provide necessary emergency supplies and provisions to be SELF SUFFICIENT for at least 72 hours.

EARTHQUAKE PROCEDURES

DURING AN EARTHQUAKE

- Remain calm, do not panic! Move away from windows and/or large objects.
- Take cover underneath a sturdy desk or table and hold onto the legs.
- 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.
- Stay put, remain in the take-cover position for a few minutes until you are sure that the earthquake is over.

AFTER THE EARTHQUAKE IS OVER

- DO NOT GO OUTSIDE.
- Check for injuries and provide appropriate care.
- Check for fires and other hazards.
- Notify Sunset Development Company personnel (925-277-1700) of floor status.
- Turn on radio to receive emergency information.
- Maintain open line of communication with Sunset Development personnel.

EARTHQUAKE PROCEDURES