

S·CO

THE SWIG COMPANY



KAISER CENTER

300 LAKESIDE DRIVE
344 THOMAS L. BERKLEY WAY
OAKLAND, CA

EMERGENCY GUIDE

Intended for use by:

Emergency Response Team
Floor Wardens & Assistant Floor Wardens
Elevator Monitors
Disabled Persons Monitors
Search Monitors
Relocation Monitors

All tenants and floor wardens of the Kaiser Center shall acquaint themselves with the procedures prescribed in this manual for proper action in the event of an emergency.

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Emergency Phone Numbers

EMERGENCY	DIAL 1ST	DIAL 2ND
FIRE	9-1-1	510-271-6131
POLICE	9-1-1	510-271-6131
AMBULANCE /PARAMEDICS	9-1-1	510-271-6131

For all emergencies, please call 911 first to report your emergency, then call Kaiser Center Security at (510) 510-271-6131 so that the building can prepare for emergency responders such as the police or fire departments.

Introduction

This manual is a tool designed to assist you before and in an emergency.

Familiarize yourself with your work place environment, the people who work there and your company's emergency preparations and procedures. Take precautions necessary to provide for the services mentioned in this book and test them before you need them. Every situation is different which means your response will have to differ.

This manual is not a substitute for common sense. If you have a question, suggestion, suspect an unsafe practice or have an idea, contact management to discuss the contents of this manual with your co-workers. Have a rehearsal and walk through the procedures. Even the best actors cannot perform well without time to rehearse the script.

Material presented in this booklet is concise, simple and instructional. Read it, know it. It does not cover every set of circumstances that may develop, only ones that are likely to occur. It is the duty of every employee to know what action to take before, during and after an emergency.

What you "need to know" in an emergency situation is reinforced by a sophisticated network of Building Security, Engineering and Life Safety Teams that go into action once emergency procedures have been initialized. You are the first link. That is why it is so important for you to cooperate and follow procedures. Always use your initiative, intuition and good judgment to assure your own safety.

Kaiser Center Safety Features

Kaiser Center Tower is equipped with modern life-safety systems. This includes but is not limited to: smoke detectors, fire alarm pull stations, a public address system, three stairwells, emergency generator and an elevator recall system.

Fire Alarm and Smoke Detection

Fire alarm pull stations and smoke detectors are located throughout the building. Activation will send a signal to the fire control panel identifying the location and cause of the alarm. Activating the fire pull station will send both audible and visual alarms. Security and Engineering will be immediately dispatched to the area to investigate and Security Control will call the fire department.

- Whenever a life-safety device such as a smoke detector is activated on a floor, audible and visual alarms (horns and strobes) will occur on the alarm floor, the floor above and the floor below.
- The alarms will be followed by a voice announcement instructing tenants to leave the floor via the nearest stairwell and proceed to their relocation area.
- A separate voice announcement, called “Alert Announcement” will be made to those floors receiving the occupants of the relocating floors.
- Further directions will be made to the necessary floors and/or an all-clear announcement will be provided.

Lobby Door Release System

Certain doors surrounding the elevator lobbies and located in fire-rated walls are equipped with magnetic hold-open devices. If a smoke detector on the floor is tripped, these devices will release the doors on that floor, the floor above and the floor below, impeding the spread of fire and/or smoke.

Elevator Recall and Emergency Service

Elevators are a dangerous place to be in a fire. Accordingly, the following systems have been installed to protect persons using or attempting to use the elevators during a fire:

A. Automatic Recall

In each elevator lobby, there is a smoke detector that activates this system. If any of these devices sense smoke, all elevators will close doors and return to the ground floor, where they will remain with doors open until released by building or fire department personnel. This system may also be activated or bypassed manually from a key switch located in the main lobby.

B. Emergency (Firefighter's) Service

After an elevator recall has occurred, the elevators may be put into emergency service by using a key switch located in each car. This will allow operation of the car by using the "open door" and "close door" control buttons. This service is for use by the fire department for purposes of fire fighting only.

C. Elevator Earthquake Response

When a moderate or severe earthquake occurs, a movement switch for each elevator car in the tower senses the motion of the building. If this motion exceeds a preset maximum, the elevator stops. It then moves in the opposite direction from its counter-weight, stops at the next floor, and opens its doors. It will remain in this condition until it is thoroughly examined and put back into service by an elevator mechanic.

Stairwells

Fire rated doors and wall construction within stairwells afford occupants required exit protection. Voice communication systems are installed in all stairwells. The stairwells are located on Thomas L. Berkeley Way, 21st Street and the Center of the building. It is important for emergency response team members to know the locations of each stairwells in the building.

Emergency Lighting

An emergency generator operates automatically during a power failure. Emergency lighting is provided for egress. It is suggested that all tenants have flashlights in their emergency supplies.

Extinguishers

ABC fire extinguishers are located throughout the building. Notify the building management if you have used an extinguisher so that a full replacement can be secured.

Public Address

This system allows one-way paging to any combination of floors, elevators and stairwells. The PA system will be used during emergencies to provide relocation/evacuation instructions and other information. When an announcement occurs, move to an area where you can clearly hear it. Please advise all occupants to listen carefully as each announcement will provide instruction on what building occupants should do during the emergency.

Evacuation Chairs

Evac Chairs are located near the freight elevators on each floor by the Center stairwell. Evac Chairs are to be used by the fire department or other trained personnel to assist with the evacuation of disabled persons during an emergency.

Emergency Generator and Lighting

The emergency diesel generator operates automatically during a power failure. A low voltage alarm for the emergency generator battery back up will alarm at Control.

Battery backup lighting is located in the stairwells in case of PG & E power failure and the failure of the building emergency generator. The generator powers:

- Main fire pump-3rd basement
- #3 IR (Indiscriminant Riser) Elevator
- One elevator per bank
- Limited emergency lighting throughout the building

Uninterrupted Power Supply (UPS)

The Mall and the Garage are equipped with four hours of UPS power for emergency lighting.

The Emergency Response Team

The Emergency Response Team (ERT) is made up of building staff who accept a special responsibility for their fellow workers. It is the duty of these people to assist in implementing emergency management procedures for everyone's safety in a time of crisis.

Floor Wardens, Assistant Floor Wardens and Stairwell Monitors link the ERT to all other employees and building occupants. Floor Wardens are responsible for a particular area. They recruit assistants and monitors who are other employees with specific jobs to do in an emergency. Assistant Floor Wardens relieve Floor Wardens in their absence and assist whenever required. Stairwell Monitors regulate use of stairways and elevators in times of emergency, and assist the disabled during evacuations.

The Property Manager and Chief Engineer work together as the Life Safety Directors for the building. They are responsible for coordinating the efforts of police and fire departments with the ERT.

PROPERTY MANAGER /FIRE SAFETY DIRECTOR

-Responsibilities-

1. Implements program of general fire prevention for the building and tenants.
2. Implements program of training for tenants, Floor Wardens, Monitors, and building occupants regarding the Life Safety Plan.
3. Trains designated persons to serve as assistants or alternates to the building Life Safety Director.
4. Review and approve all Tenant Evacuation and Life Safety Plans.
5. Act as liaison between the Oakland Fire Department and Kaiser Center.
6. Conducts periodic building drills for earthquake and fire.
7. In the event of an emergency, puts into effect the Life Safety Plan.

Floor Wardens

-Responsibilities-

1. Appoint co-workers to complete the Floor Warden's Organizational Chart.
2. Instruct co-workers in their emergency roles.
3. Know the physical layout of the floor and adjacent floors.
4. Know the number of persons in the area of responsibility.
5. Know the location of the nearest stair exit, alternate stair exit and the direct route to each.
6. Know the location, condition, and usage of the Fire Alarm Pull Stations and Fire Extinguishers.
7. Know the names and work locations of persons with physical disabilities. Assign a Monitor for the Disabled to assist them during an emergency.
8. Know how to notify Property Manager/Life Safety Director of:
 - a.) The location of disabled persons.
 - b.) Adverse conditions on the floor.
 - c.) The floor area under control and all relocated personnel.
9. Know emergency telephone numbers and procedures.
10. Know how to assume control, maintain calm and prevent panic.

Elevator Monitor

-Responsibilities-

At the direction of the Floor Warden, assume a position at the elevator lobby to direct persons away from the elevators and to the exit stairs.

Disabled Person Monitor

-Responsibilities-

At the direction of the Floor Warden, assist disabled persons into the center stairwell after all other employees have evacuated. Provide for further relocation as instructed by your Floor Warden.

Stair Monitor

-Responsibilities-

1. At the direction of the Floor Warden, assume a position at the designated stairway exit and direct persons to carefully descend 4 floors and re-enter. Know the floor number and corresponding geometric symbol of the floor to which you should relocate, and tell all employees as they exit.
2. Advise all persons wearing high heel shoes to be careful.
3. Advise all persons to walk three steps apart and to use the handrail.

Search Monitor

-Responsibilities-

Always work in pairs and at the direction of the Floor Warden. Search all work areas, coffee rooms, supply rooms, and rest rooms to confirm that all persons heard the Fire Alarm and/or Public Address System announcement. Be absolutely certain that no one is left on the floor. Close all doors as you proceed. Advise the Floor Warden when the floor is vacant.

Relocation Monitor

-Responsibilities-

At the direction of the Floor Warden, go down 4 floors to confirm the relocation floor entrance door is unlocked and unobstructed. If the door is locked or obstructed, wait there for your co-workers then guide relocating persons to a floor below where the door is unlocked.

Relocation & Evacuation Procedures

Relocation – Floors 6 and above.

- Remain calm.
- The fire alarm or announcement over the public address system is notification that an emergency exists within the building or floor. You must listen carefully for instructions on what to do. As a floor warden, co-workers will look to you for direction.
- Close all doors as you exit.
- Don't use elevators. Move in an orderly fashion toward the nearest stairwell.
- People occupying the fire floor, the floor above the fire, and the floor below the fire will relocate down four floors within the building. This applies to floors six and above only. By doing so, the stairwells will quickly be clear of occupants, thus allowing for a fast and efficient response by the fire fighters to the area of the fire.
- A full-scale evacuation of high-rise buildings is not practical due to the large number of building occupants. Relocation will be directed by the Property Manager / Life Safety Director and the Fire Department. If the whole building were to be evacuated using the stairwells, the great number of occupants would impede fire fighters from gaining quick access to the fire.

Evacuation – Floors 5 and below

- Anyone on the fifth floor or lower will evacuate the building and wait at the pre-designated area. Kaiser Center's designated area is the 325 Lot located at 21st Street and One Kaiser Plaza (please see evacuation map on the next page).
- Once evacuated, standby for further instructions. An ERT Member will arrive to Lot 325 to provide informational updates or instructions. If no emergency is detected, an 'All Clear' will be given for you to return to your floor. NOTE – An "All Clear" will only be given upon Fire Department approval.
- Disabled persons unable to negotiate the stairs are to enter the Center stairwell once it is safe to do so and stay there with the Stairwell Monitor for evacuation by the OFD. The Floor Warden is to notify a firefighter upon leaving the building as to the location of all disabled persons in the stairwell.

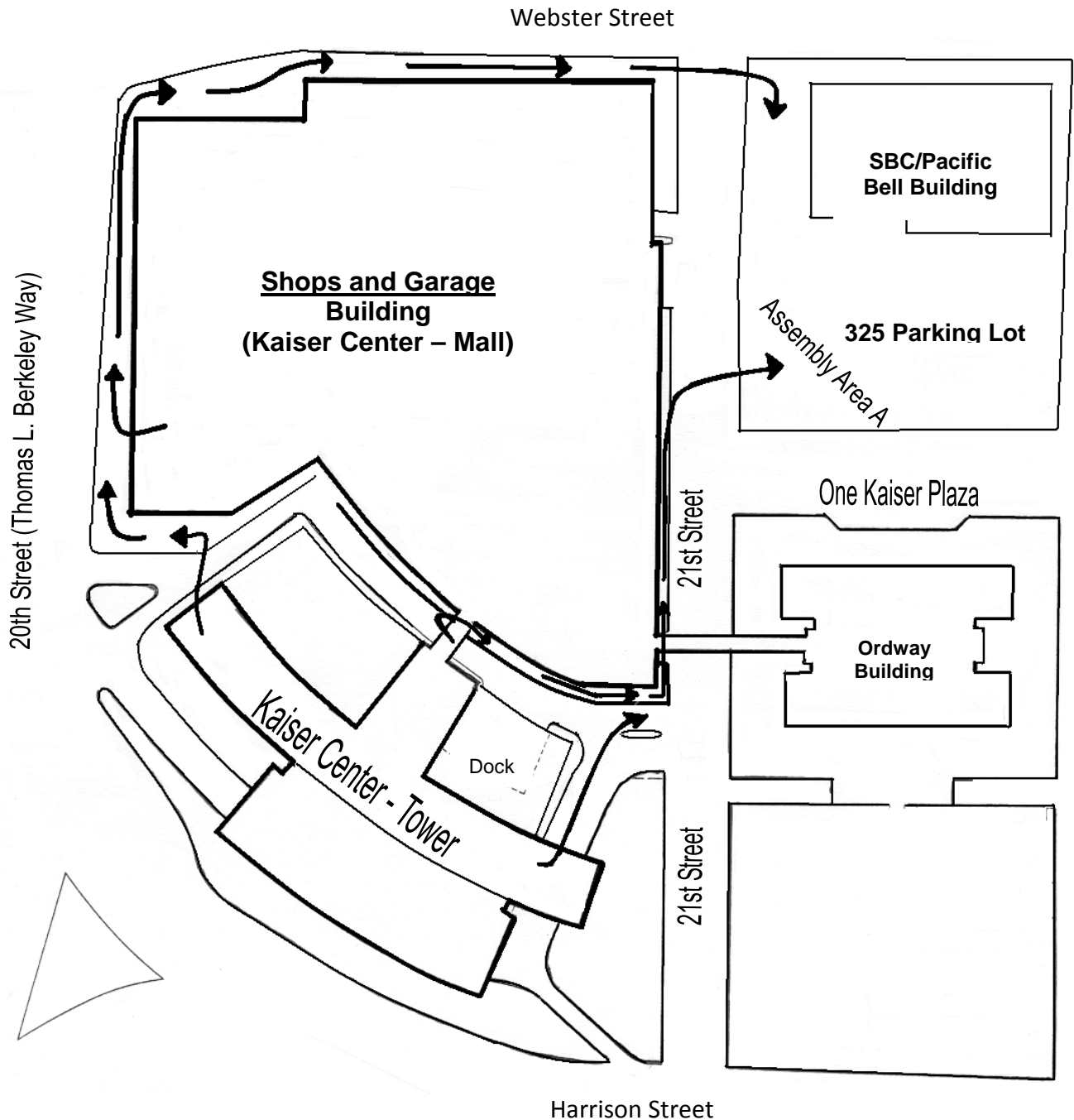
When evacuating use caution when approaching a closed door:

- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If it is hot, go to an alternate exit.
- Brace yourself, and open the door slowly if it is cool to the touch. You may need to shut it quickly if you encounter flame or smoke.
- Enter the area carefully and close the door behind you.
- Drop to your hands and knees and keep your face near the floor whenever there is heavy smoke. If it is possible, place a wet cloth over your mouth and nose; this will make breathing easier.
- Follow the wall to the nearest exit and leave the building.
- Remember, you can always exit the building through the 1st floor. You will not be trapped in the stairwell.

What to do if you are trapped in a building

- Stay calm. Try to go to a room with an outside window and stay there.
- If there is a working telephone in the room, call the Fire Department, 9-1-1, and tell them exactly where you are, even if you see fire trucks below.
- To help rescuers find you, stay where they can see you and wave something bright and light-colored to attract their attention.
- To keep smoke out of your refuge area, use clothing, towels, newspapers, etc. to stuff the cracks around the door and cover the ventilators.
- If water is available, dampen a cloth and breathe through it to filter out smoke and gases.
- Above all, think before you act and be patient until help arrives. Rescue will take time, and rescuers will try to begin with those who are in the most immediate danger.

Evacuation/Relocation Map



1. Alarm
2. Listen for Your Instructions
3. Follow Directions of Floor Wardens
4. Proceed to Designated Assembly Area

Kaiser Center – Tower: To Area A
 Kaiser Center – Mall: To Area A

USE STAIRWAYS – DO NOT USE ELEVATORS

Fire Incident: Floor Warden Response

- **If you only smell smoke:**

Call Building Security 510-271-6131

- **If you hear the fire alarm:**

Listen to instructions.

When advised, begin evacuation/relocation procedures:

- All Floor Wardens: Move building occupants to the closest stairwell.
 - Elevator Duties: Stand by the elevators reminding those exiting not to use the elevator.
 - Searcher Duties: Work in pairs and sweep the wing to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and conference rooms.
 - Disabled Duties: Move disabled person to the center stairwell. If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with person in stairwell and send runner down to first floor to inform the OFD of the situation and location of disabled person. A firefighter will move the person down the stairs.
 - Stairwell Duties: Assume a position at the stairwell door instructing employees to walk single file down the stairs and either exit the building or go down four floors and re-enter the building.
 - Relocation Duties: Go down four floors and to confirm the relocation floor entrance door is unlocked and unobstructed. If the door is locked, or obstructed, guide relocating persons to a floor below where the door is unlocked.

Report status of floor to Building Security and/or ERT Personnel.

- **If you see fire:**

Activate the fire alarm pull station.

Call the Fire Department 9-1-1

Call Building Security 510-271-6131

Remain calm and identify yourself.

Report the location and nature of the emergency.

Warn others in the immediate area.

Use an extinguisher only if it is a small fire.

Begin relocation/evacuation procedures:

- All Floor Wardens: Move building occupants to the closest stairwell.
 - Elevator Duties: Stand by the elevators reminding those exiting not to use the elevator.
 - Searcher Duties: Work in pairs and sweep the wing to make sure everyone is out. Check all enclosed spaces such as bathrooms, storage closets and classrooms.
 - Disabled Duties: Move disabled person to stairwell. If able to go down stairs, wait for the stairs to clear and then begin down. If unable to manage stairs, stay with person in stairwell and send runner down to first floor to inform the OFD of the situation. A firefighter will move the person down the stairs.
 - Stairwell Duties: Assume a position at the stairwell door instructing employees to walk single file down the stairs and either exit the building or go down four floors and re-enter the building.
 - Relocation Duties: Go down four floors and to confirm the relocation floor entrance door is unlocked and unobstructed. If the door is locked, or obstructed, guide relocating persons to a floor below where the door is unlocked.

Report status of floor to Building Security and/or ERT Personnel.

IF YOU ARE INFORMED OVER THE P.A. SYSTEM THAT YOUR FLOOR IS THE RELOCATION FLOOR:

- Immediately send Team Members to each stairwell to hold open the doors for people coming down from the Fire Alarm floors.
- Keep the people moving onto your floor to make room for those behind.

Medical Emergencies

- Stay calm and gather the information.
- Call 9-1-1.
- Call Building Security at 510-271-6131.
- Identify yourself and your location.
- Describe the emergency situation.
- Advise fellow employees of the emergency and ask for assistance.
- Assist a victim to the degree you are trained. Always use latex gloves to protect yourself from others bodily fluids, including but not limited to blood.

Earthquake Preparedness & Response

I. Preparing for a major earthquake

A. Emergency Supplies - The Kaiser Center management and ERT is not able to provide emergency supplies to each individual that may be stranded on the property should a major earthquake occur. Therefore, it is strongly encouraged that all tenants provide the necessary resources to their employees. It is also encouraged that all employees, or at least key emergency responders such as floor wardens keep the following in their workstations:

- **Food:** Enough non-perishable food for at least 72 hours (although 5-days is recommended by FEMA).
- **Water:** Enough so each person has a gallon a day for at least 72 hours. Store water in airtight containers and replace every six months. Store disinfectants such as iodine tablets or chlorine bleach, eight drops per gallon, to purify water if necessary.
- **First Aid Kit:** Make sure it is well stocked, especially with bandages and disinfectants. Keep a first aid book in your kit to foster providing first aid to the injured.
- **Fire Extinguisher:** The building maintains fire extinguishers throughout the building. If your company has added fire extinguishers within your space, be sure that a licensed fire-safety contractor maintains them at least annually and conduct trainings on how to use them. Building management can assist you with finding a contractor.
- **Flashlights** with extra batteries: Keep flashlights besides your work area and common areas. DO NOT use matches or candles after an earthquake until you are certain there are no gas leaks.
- **Portable Radio** with extra batteries: Most telephones will be out of order or limited to emergency use. The radio will be your best source of information.
- **Light Search & Rescue Tools:** leather gloves for clearing debris, hard hats, and safety glasses.
- **Personal Needs:** blankets, clothes and money.
- **Special items:** Have at least a week's supply of medication(s) if required, an extra pair of glasses, and any other special needs for medical conditions.
- **Misc Necessities:** city map, toilet paper, sanitation and hygiene supplies and light sticks.

B. Mitigation of Common Hazards – Ensure that book cases and cabinets are secured to the wall. Remove plants and novelty items from atop of bookcases and cabinets.

- C. **Employee Training** – Obtain training from an accredited organization in:
 - The use of Fire Extinguishers
 - First Aid & CPR
 - Injury Prevention
- D. **Develop a plan for tracking employees** – Know who is in the office and who isn't. Designate one person and a back-up to be responsible for knowing the location of employees.
- E. **Prepare for Shelter-In-Place**
 - Have enough emergency supplies for 5-days.
 - Ensure that at least 4 people per floor are trained on first aid and building emergency response procedures; 2 primary floor wardens and 2 back-up floor wardens.

II. During an earthquake:



- A. Once initial shaking occurs, **Duck** and **Cover** and **Hold** under a hard surface like a desk or table.
- B. If furniture is not in the immediate area, take cover near an interior wall. Duck there and cover against the wall.
- C. Face away from any windows.
- D. Stay clear of tall objects that may tilt and topple over.
- E. If you are in an elevator, once it has stopped moving the doors will open and you may exit safely onto that floor.

III. After an earthquake:

- A. Once initial shocks have subsided, remain calm, however, be prepared for aftershocks.
- B. DON'T turn on any lighting or electrical devices. Get out flashlights, even if the power is still on, it may not stay on long.
- C. Keep land lines clear for severe emergency responders such as the police and fire departments, PG&E, etc.
- D. Take out and turn on a battery-operated radio. Assign someone to keep track of what is going on in the rest of the area.

- E. Check the floor for injuries and offer first aid if required and if you are trained to do so.
- F. Gather the occupants of your floor together. Determine if everyone is accounted for by performing a head count.
- G. Institute a thorough search of your floor, checking stairwells, bathrooms, elevator lobbies, closets, conference rooms, etc.
- H. Do a check for hazards that may have been caused by the quake, check for issues that may be of concern to your personal safety.
 - Prepare a condition report for your floor. This report should contain:
 - a. The number of people on your floor.
 - b. The number of injured people on your floor, with a brief description of their Injuries.
 - c. A brief description of any apparent structural damage on your floor, e.g., ceiling collapse, large cracks in core walls, broken glass, etc.
- I. Use emergency supplies if necessary.
 - Be advised that while building ERT conducts a property inspection to determine the condition of the building, everyone is to stay in place. It may take several minutes before you are instructed on what to do next via the building's Public Address System. Occupants are to allow for this time as the building engineers and ERT Members know the building best and are trained to assess damages and can determine appropriate egress if that is required.
 - Take inventory of your emergency supplies. Remember, you may be staying in the building for a few days if Shelter in Place is implemented. Conserve your supplies.
- J. Do not use an elevator until you are instructed over the PA system that it is safe to do so.
- K. Remain inside the building until it has been determined safe to exit or unless the proper authorities (Oakland Police or Fire Department) have issued a mandatory evacuation.
 - Immediately evacuating after a major earthquake can put you at risk for injuries due to falling building debris, windows or power lines.

Bomb Threat

- Remain calm and keep the caller on the line.
- Ask questions.
- Use the Bomb Threat Checklist on the following page to gather information. Determine as much about the caller as you can.
- Listen carefully for background noises.
- Notify Building Security at 510-271-6131.
- Wait calmly for further instructions from Building Security.
- Notify your supervisor ONLY. Do not mention the call to anyone else; this could create panic.

If evacuation is called for:

- Leave doors and windows open to let the blast wave escape.
- Take your briefcase, purse, lunch bag, and other small items that might delay the search (these items may appear to be suspicious to a searcher). You may not be allowed back in the building for some time.

Letter or package bombs are less common and it is unlikely that employees would detect them. If you receive a package that you feel is suspicious, call Building Security 510-271-6131 and 911 and the police will review it and call the bomb squad if necessary.

Bomb Threat Checklist

Questions To Ask:

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

Exact Wording of the Threat:

Sex of the caller: Race:
Age: Length of call:
Time the call ended:
Date:
Phone number where call was received:

Caller's Voice:

Calm	Angry
Excited	Slow
Rapid	Soft
Loud	Laughter
Crying	Normal
Distinct	Slurred
Stutter	Nasal
Whispered	Lisp
Raspy	Deep
Accent	Disguised
Clearing Throat	Ragged
Deep Breathing	Cracking
Familiar? Who?	

Threat Language:

Well Spoken	Incoherent
Foul	Irrational
Righteous	Grammar
Choice of Words	Taped

Background Sounds:

Street Noise	Booth
Cafe/Bar	Voices
PA System	Music
House Noises	Motor
Animal Noises	Office
Clear	Static
Long Distance	Local
Factory Machinery	Other
Any words or phrases that stood out?	

Report call immediately to Building Security	510-271-6131
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Hazardous Materials

- In the event of a hazardous materials incident, notify Building Security immediately by calling 510-271-6131.
- Report information. Give your name, the exact location of the material released, your telephone number and extension. Report any injuries. Identify the type of materials involved, if known. Describe the effect of the incident, i.e., the activity of the hazardous material and its reaction on the surroundings; describe the colors, smells or visible gases being produced.
- Identify the type of materials involved, if known. Describe the effect of the incident, i.e., the activity of the toxin and its reaction, colors, smells or visible gases being produced, and any injuries.
- If it is necessary, evacuate the immediate area and keep others out. If fumes are being produced, restrict the area. Move away from the hazard and take your personal belongings. Do not enter a restricted area to get your belongings or go back for them. Only trained and properly equipped emergency personnel may enter an area that is contaminated.
- Activate a buddy system and assist others who cannot leave on their own. Employees will stay with their partners and observe them for signs of chemical or heat exposure. Each member will periodically check the integrity of his/her partner's clothing for possible effects.
- Refrain from smoking. Strike no matches or lighters.
- Do not eat, drink. Do not apply cosmetics; they mask true skin color and tone.
- Speak only the facts you know. Rumors are dangerous. Emphasize positive things. Your attitude will affect the attitudes of those around you.
- Respond specifically as directed over the Public Address System.
- Stay out of the way of emergency personnel. Make your self available for questioning by Building Security and carefully document all details immediately.

Civil Disorder

- Should you witness an unruly crowd or one that threatens your safety notify Building Security at 510-271-6131.
- Remain inside the building. Do nothing to antagonize the demonstrators. Inform all other personnel to do the same. Do not travel to other buildings, unless you are directed to do so by Building Security personnel.
- Lock all doors and close all drapes in exterior rooms and then avoid window areas. You could become a target. Lock all doors.
- Focus your attention away from the incident. Leave the area of disturbance to prevent injury or possible arrest.
- Report to the core area of the building (away from the exterior of the building).
- Stay off the phone. Avoid unnecessary inquiries that tie up communications systems.
- Use good judgment, remain calm and stay in your office unless you are in an unsafe position or instructed to leave by Building Security personnel.
- Secure all valuable materials in a safe place or at least out of sight.
- Cooperate. Certain services may be limited during a disturbance. Access will be restricted. Withdraw from the area until it is safe to enter.
- If a demonstrator enters the premises, keep calm, be courteous and avoid an incident. Avoid actions or verbal responses that may provoke the situation. Avoid arguments, provocative statements or entering into a debate with a participant. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point, frustrating them is dangerous and provocative. Do not try to reason with them. Call Building Security to have the individual removed if you can do so without incident.

Power Outage

The most common type of utility disruption is a power outage.

- Remain calm. Get out flashlights.
- Turn off electrical equipment to prevent a power surge when electricity is restored.
- Gather occupants near windows.
- ERT members should search the floor to check for injuries.
- Turn on radios to find additional information.
- If office phones or cellular phones are operable, call Building Security at 510-271-6131 to report any emergencies. If phones are inoperable, use a runner to report to the Security Control Desk.

If PG&E advises Kaiser Center prior to an outage, Building Security will advise tenants to turn off their computers, printers and other electrical devices immediately and keep off until power is resumed.

Workplace Violence

If a person's behavior becomes inappropriate:

- If you feel you are at personal danger, if possible leave the area and notify Building Security at 510-271-6131.

Call 9-1-1

If a person enters your work space with a weapon:

- Immediately seek cover under your desk or work area.
- Do not run. You will become a moving target.
- Take the phone with you under the desk.

Call 9-1-1

- Stay in your hiding place until you hear the all clear.

Identify Behavior Requiring Intervention:

- Aberrant behavior that might signal emotional distress (severe mood swings, impulsive or intimidating behavior, yelling).
- Any behavior that is physically threatening.
- Behavior or actions that would be interpreted by a reasonable person as carrying potential for violence (verbal threats, throwing objects, waving fists).
- Any substantial threat to harm another individual or in any way endanger the safety of employees.
- Any substantial threat to destroy property.

Common Sense Rules In A Dangerous Situation:

- Trust your instincts, if you are afraid you probably have a good reason.
- Take all threats seriously and do not challenge persons making threats.
- Physically give the person personal space.
- Provide for your own personal safety however possible.
- Don't be afraid to call for help.

Building Security

- Report suspicious persons to Building Security at once by calling 510-271-6131.
- Avoid the habit of routinely leaving valuables on the desk unguarded or in an unlocked desk drawer. Place valuable items inside a locked drawer and never leave you office unattended with free access to walk-ins and visitors.
- Valuables should not be left in or on your desk unattended or overnight. Rings, watches, money, pocket calculators and small radios are easy targets for thieves.
- Activate a "buddy system" when traveling to your car, or in isolated areas after hours. Always feel free to use Kaiser Center Security as an escort to your vehicle if you feel unsafe traveling alone.
- Exercise caution when using the elevators. If a suspicious person enters the elevator, exit before the doors close.
- Insist that all deliveries and pickups be made at the reception desk or other designated area. No outside messengers should be allowed to roam freely within your suite.
- Ask for identification. Contractors and vendors must have a Kaiser issued badge with the current days date and the name of the contracting company, obtained from Building Security. Anyone can purchase a uniform in order to gain admittance. Hard hats, tool belts, coveralls, schoolbooks, etc., tend to stamp a person above suspicion. Props and costumes are part of the criminal's stock in trade. Remember that most companies requiring access into your space, i.e. phone and electric companies are required to carry identification at all times and you have the right to ask for it. If a service provider refuses to show ID, call Building Security immediately.

Care of Disabled Persons in an Emergency

- Always ensure your own safety before attempting to assist another person. Check your surrounding areas for any danger before proceeding.
- You have no duty to come to the aid of a stricken person. However you may voluntarily assist the victim to the degree that you are trained.
- When responding to assist a disabled person, identify yourself and your purpose for being there and inform them that you are there to help. Always ask if the person wants your help before touching them, they may refuse assistance. Allow the individual the opportunity to establish your position before you continue.
- Use "clock-face" directions to orient people. For example: "The door is at 3 o'clock."
- Use a pad and pencil as an alternative method to language. It enables you to describe a message in pictures. Be simple and clear. Write slowly and give yourself plenty of room for "comment."
- Isolate hysterical people and deal with them in simple, firm, and clear language. Emergency situations can be disorienting for the disabled person because of unexpected circumstances and lack of control.



Fire Emergencies

Use of Extinguishers

Dry chemical fire extinguishers are located at strategic points around the building. The first line of defense in preventing fires is good housekeeping. Extinguishers are the first line of defense in fighting fires. Each extinguisher is the proper type for the fire that will most likely occur in that vicinity. If a fire is discovered while it is still small enough for the extinguisher to be effective:

- Remove the extinguisher from its place and hold it upright. Stand back 8 to 10 feet from the fire. Follow the acronym P A S S.
- Pull the retaining pin.
- Aim the nozzle at the base of the flames, and
- Squeeze the handle completely. This will discharge the extinguishing agent at the fire. Use a sweeping motion from side-to-side.
- Sweep from side to side. Go slightly beyond the fire area with each pass. Once the fire is out wait before leaving the area. You may need to make a further application, in case the fire re-ignites.

- Cover your mouth and nose whenever possible with a wet cloth. When you extinguish a fire, a great amount of smoke may be generated, so be very careful. The smoke may also generate noxious fumes, exercise caution. Smoke inhalation is the major cause of fire deaths in this country.

- Begin evacuation procedures if it is not feasible to use an extinguisher.

- Close as many doors and windows behind you as possible to contain the fire to the smallest area.

CLASSES OF FIRES	
CLASS A	Fires involving ordinary combustible materials (wood, clothing, paper, rubber, and many plastics)
CLASS B	Fires involving flammable or combustible liquids, flammable gases, greases, and similar materials
CLASS C	Fires involving energized electrical equipment (computers, transformers, motors, and appliances)
CLASS D	Fires involving certain combustible metals (magnesium, titanium, sodium potassium, etc.)

All fire extinguisher labels display letters and/or symbols to indicate types of fires they are designed to put out.

Fire extinguishers are available throughout the building. All employees should be familiar with the location and type of extinguisher nearest their workplace.

TYPES OF EXTINGUISHERS		
TYPE	RATING	DESCRIPTION
DRY CHEMICAL	ABC	Most common type found in buildings. Effective on all common type fires, but leaves powdery residue that may be detrimental to electronic equipment.

Sprinklers

- Independently activated sprinkler heads may release as much as 50 gallons of water every minute. If fire spreads to other areas, a different sprinkler head will automatically turn on.
- The action of a single sprinkler head is often sufficient to contain 95% of all fires. For a sprinkler to be fully effective, there must be at least 18 inches between the ceiling and the top of any object. This allows for the widest coverage of water and minimizes the chance of fire spreading. If there are boxes or equipment stacked high enough to impede the effectiveness of any sprinkler, they must be moved.

Fire Prevention

- Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas that produce a lot of trash such as storage areas, duplication areas or kitchens.
- Keep electrical cords in good repair. Inspect periodically and report frayed cords to facilities management. Unplug all electrical equipment that is not working or in need of repair. Do not overload wall outlets.
- Do not store large quantities of flammable solvents. Store all flammable fluids in an approved metal cabinet.
- Leave all hallways free of boxes and trash. They must be kept open to provide for a quick exit.
- Propping fire doors open is a direct violation of the Fire Code and will allow smoke and fire to spread throughout the floor.

- Check all electrical equipment at the end of the day to make sure it is turned off.
- Do not use electrical or any other type of space heater.
- No smoking anywhere inside the building, including in the stairwell landings. Smoke only in designated smoking areas outside the building. Do not empty ashtrays in wastebaskets that contain paper or other flammable materials.
- Do not leave popcorn or other foods unattended in the microwave or toaster.
- Do not burn candles of any kind, inside or around the building.
- Turn off coffee warmers when the pot is low and make certain that all coffee makers are off at the end of the day.

Fire Drills

Practice fire drills will be held annually. Drills are serious and should not be taken lightly. They can help to instill a feeling of understanding, calmness and preparedness in the minds of all building occupants.

Fire Drill Critique Form

After each drill, Kaiser Center management requests feedback from all Floor Wardens via the Fire Drill Critique Form on the following page.

Points that should be identified by Floor Wardens are:

- Not hearing the alarm on a particular floor
- Blocked, unsafe or unusable fire equipment
- Blocked exits and hallways
- Duties not understood or inability to carry out duties

The Property Manager reads each form and uses them to plan the following year's drill.

Fire Drill Critique Form

Date	Time Drill Begins:	Time Floor Evacuated:
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This report is to be completed immediately after each fire drill and a copy sent to the Property Manager/Life Safety Director. Place Yes or No answers on the spaces provided for those items that are applicable to your floor. Explain all no answers and note any suggestions for improvement.

Communications

- Was the fire alarm clearly heard in all areas?
- Voice/Speaker System clearly heard in all areas?

Evacuation Team Personnel

- Team members met at designated area?
- Team members carried out all assigned duties? (Search, elevator, disabled)
- Facilities person notified of floor status after leaving the building.

Tenant-Employee Participation

- Did you receive full co-worker participation?
- Did you receive management's support?

Containment of Fire

- Were all doors closed but not locked?

Evacuation

- Were corridors and exits kept clear?
- Did the evacuation proceed in a smooth and orderly manner?
- Did visitors to the building take part in the drill?

Remarks and Recommendations

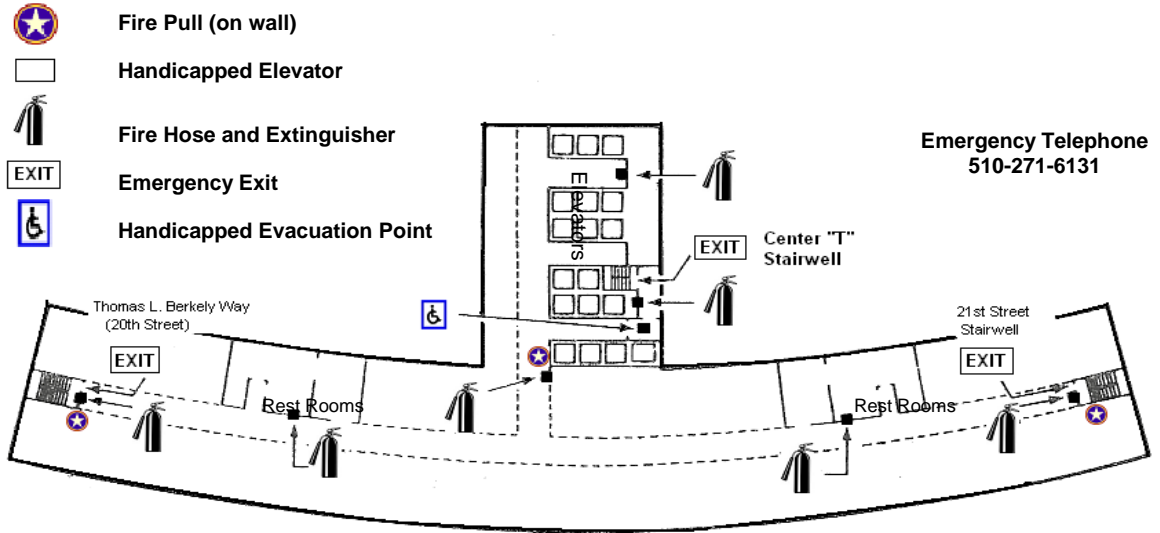
Floor Warden: _____ Phone #: _____

Company _____ Floor: _____

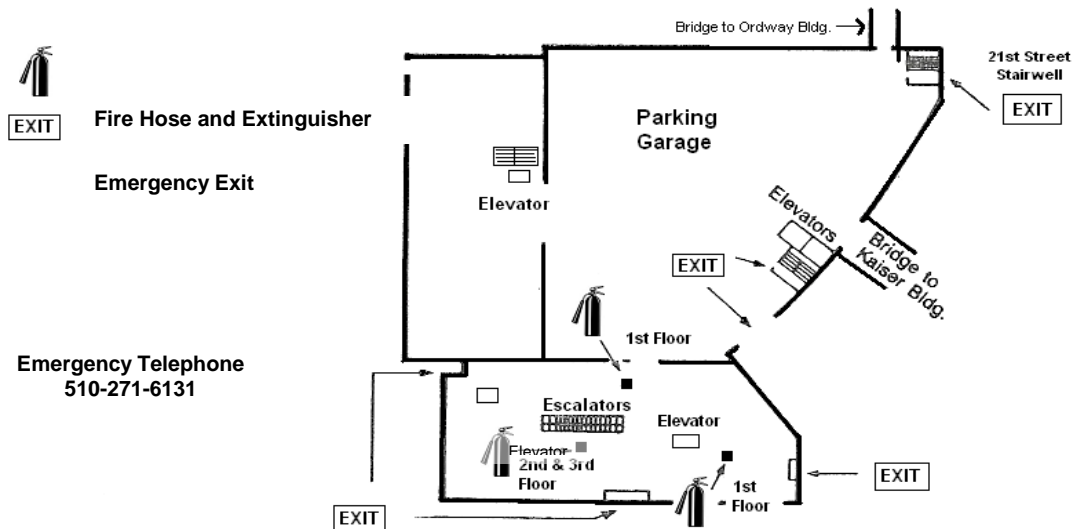
Kaiser Center Floor Plan

FIRE EQUIPMENT AND EXIT STAIRWAY LOCATIONS

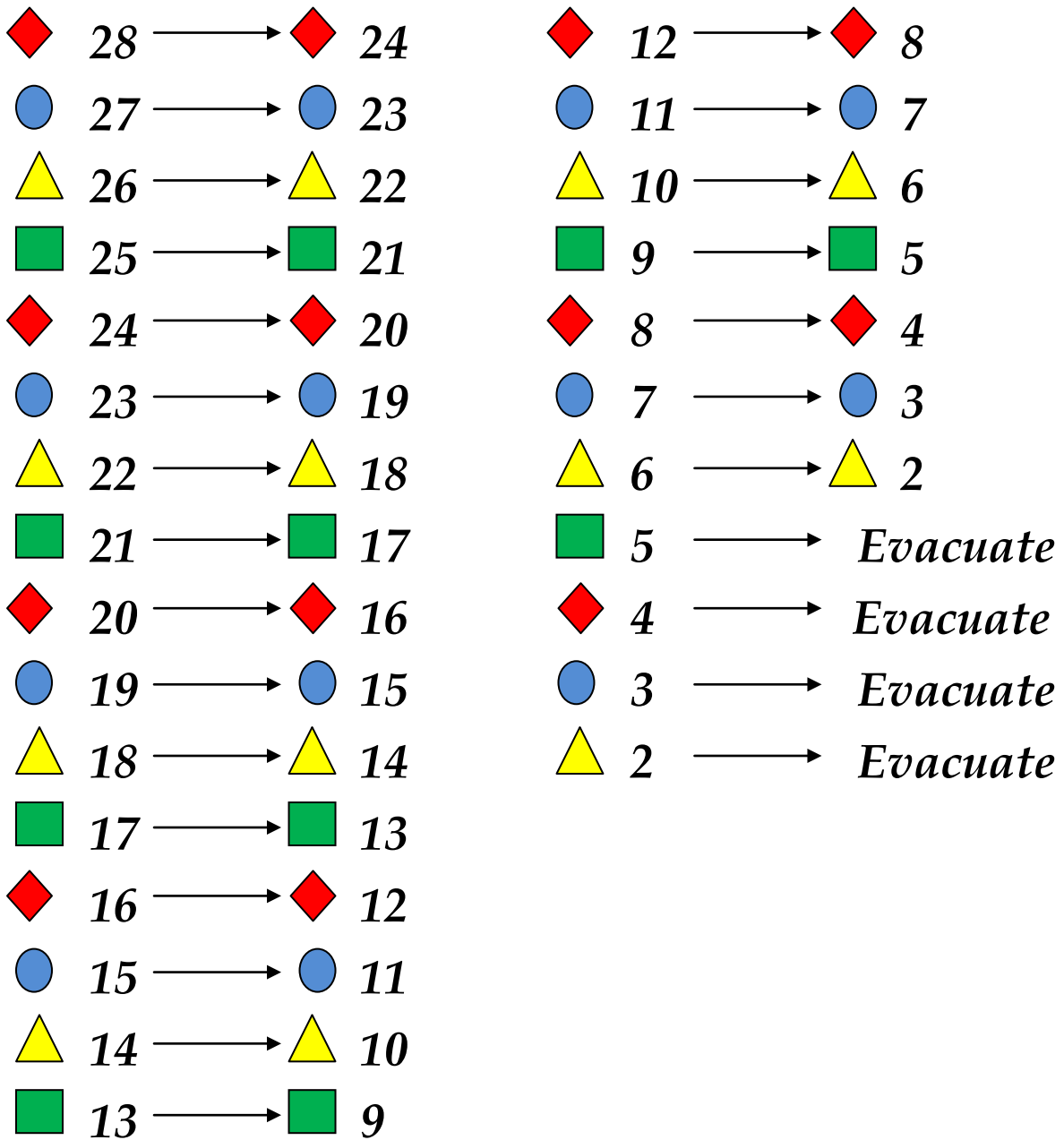
* **Note:** This fire extinguisher plan is accurate for floors 4-12. On all other floors the extinguisher location may vary in the Center "T" area. All extinguishers are generally in the same areas.



KAISER CENTER – MALL FIRE EQUIPMENT AND EXIT STAIRWAY LOCATIONS



Kaiser Center Tower Stairwell Symbols



Floors 5 - 1 evacuate to the Kaiser Center assembly area, parking lot 325 located at 21st St and One Kaiser Plaza.