



KAISER CENTER EMERGENCY GUIDE

**Emergency Response Team
Floor Wardens
Assistant Floor Wardens
Elevator Monitors
Disabled Person Monitors
Search Monitors
Relocation Monitors**

**All Tenants and Floor Wardens shall acquaint themselves with the
procedures prescribed in this Manual!**

Prepared for your safety by the Kaiser Center

September 2003

Kaiser Center
Emergency Procedures
Table of Contents

Emergency Phone Numbers	1
Introduction	2
Kaiser Center Tower Safety Features	3
Kaiser Center Mall Safety Features	6
The Emergency Response Team	8
Floor Wardens - Tower Tenants	9
Floor Wardens- Mall Tenants	11
Evacuation/Relocation	12
Evacuation/Relocation Map	14
Fire Incident: Floor Warden Response	15
Medical Emergencies	17
Earthquake	18
Earthquake Emergency Procedure Checklist	19
Bomb Threat	20
Bomb Threat Checklist	21
Hazardous Materials	22
Civil Disorder	23
Power Outage	24
Workplace Violence	25
Building Security	26
Care of Disabled Persons in an Emergency	27
Fire Emergencies	28
Fire Drills	30
Fire Drill Critique Form	31
Floor Warden Members - Floor #	32
Kaiser Center Floor Plan	33
Kaiser Center Tower Stairwell Symbols	34

Emergency Phone Numbers

Fire:	Emergency only:	9-1-1 272-0909 (Kaiser)
Police:	Emergency only:	9-1-1 272-0909 (Kaiser)
Ambulance/ Paramedics:	Emergency only:	9-1-1 272-0909 (Kaiser)

Building Security: Routine calls **271-6131**

Building Office: Routine calls **271-6146**

For all emergencies, please call the Security Control Center at 272-0909.

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 or Building Security and 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 Tower 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 an audio/visual signal to the firefighter's control panel identifying the location and cause of the alarm. Activating the fire pull station will send an audible/visual alarm. Persons from Security and the Engineering Department 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 stairwells and proceed to their relocation area.
- A separate voice 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:

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.

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.

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 affords occupants required exit protection. Voice communication systems are installed in all stairwells. The stairwells are located on the 20th Street (newly named, 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 all 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 announcements occur, move to an area where you can clearly hear it. **Pay attention to announcements.**

Evac Chairs

Located in the area by the freight elevator by the Center stairwell are Evac Chairs which may be used by the fire department or other trained personnel to evacuate a disabled person in the event of an emergency.

Emergency Generator and Lighting

The 5,000-gallon diesel emergency generator is located in the 3rd-basement level and 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.

Kaiser Center Mall Safety Features

Kaiser Center Mall is equipped with modern life-safety systems. The Mall is a multi-tenant building with retail, restaurant and office space. Due to remodeling at different periods, some life safety feature equipment varies from floor to floor.

Sprinkler System

All floors have a sprinkler system. Activation of any sprinkler head will summon security. Security monitors the sprinkler system and will summon the fire department. It is monitored 24 hours a day, seven days a week.

Fire Alarm and Smoke Detection

Fire alarm pull stations are located throughout the building. Activation will send an audio/visual signal to the firefighter's control panel identifying the location and cause of the alarm. Activating the fire pull station on the second floor of the Mall will send an audible audio/visual alarm. Activating the fire pull station on floors one and three will not sound an audible alarm. A person from Security will be immediately dispatched to the area to investigate and Security Control will call the fire department. Smoke detectors are located on the second and third floor in some tenant spaces.

Rolling Door Release System

Certain rolling doors surrounding the elevator lobbies on the second floor shipping and receiving areas are equipped with magnetic hold-open devices. If a smoke detector on the floor is tripped, these devices will release the rolling doors on that floor, impeding the spread of fire and/or smoke.

Stairwells

There are two stairwells in the Mall. The fire rated doors and wall construction within stairwells affords occupants required exit protection. It is important for emergency response team members to know the locations of all stairwells in the building.

Extinguishers

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

Public Address

There is no public address system in the Kaiser Center Mall. If an emergency occurs, use your voice forcefully and loudly to attract attention. Bullhorns are located on the second floor for Kaiser Emergency Response Team (ERT) personnel.

The Emergency Response Team

The Emergency Response Team (ERT) is made up of Kaiser Center employees 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 and Assistants link the ERT to all other employees. These Wardens are responsible for an area and recruit Monitors who are other employees with special jobs to do in emergency management. Assistant Floor Wardens relieve Floor Wardens in their absence and assist at all other times. Monitors regulate use of stairways and elevators in times of emergency, and assist the disabled during evacuations.

The Property Manager is the Life Safety Director responsible for coordinating the efforts of police and fire departments with the ERT.

PROPERTY MANAGER/LIFE SAFETY DIRECTOR

-Responsibilities-

1. Implement a program of general fire prevention for the building and tenants.
2. Implement a program of training for tenants, Floor Wardens, Monitors, and building occupants regarding the Life Safety Plan.
3. Train 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. Conduct periodic Fire Drills.
7. In the event of an emergency, put into effect the Life Safety Plan.

Floor Wardens – Tower Tenants

-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, guide relocating persons to a floor below where the door is unlocked.

Floor Wardens- Mall Tenants

Mall tenants must respond quickly in an emergency to prevent injuries to customers and employees and to reduce the possibility of damage or injury to inventory. Due to a smaller workforce a full emergency response team is not practical, however, there are several duties that must be accomplished. One employee per shift must know the emergency duties.

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

Evacuation/Relocation

- Remain calm.
- The fire alarm or announcement over the public address system is notification that an emergency exists within the building or floor.
- Close all doors as you exit.
- Don't use elevators. Move in an orderly fashion toward the stairs.
- 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 the **sixth floor 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. You will be notified immediately if you are on an endangered floor.
- Anyone on the **fifth floor or lower** will evacuate the building and wait at the pre-designated area. Designate an area for your employees to meet before an emergency exists and practice your efforts. The designated area is the 325 Lot, 21st Street and One Kaiser Plaza.
- Standby for further instructions. The full-scale evacuation of high-rise buildings is not practical due to the large number of building occupants. Relocation will be directed by the on-duty 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.
- 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 Disabled Person Monitor for evacuation by the OFD. The Floor Warden should notify a firefighter upon leaving the building as to the location of the disabled person.

When evacuating use caution when you approach a closed door:

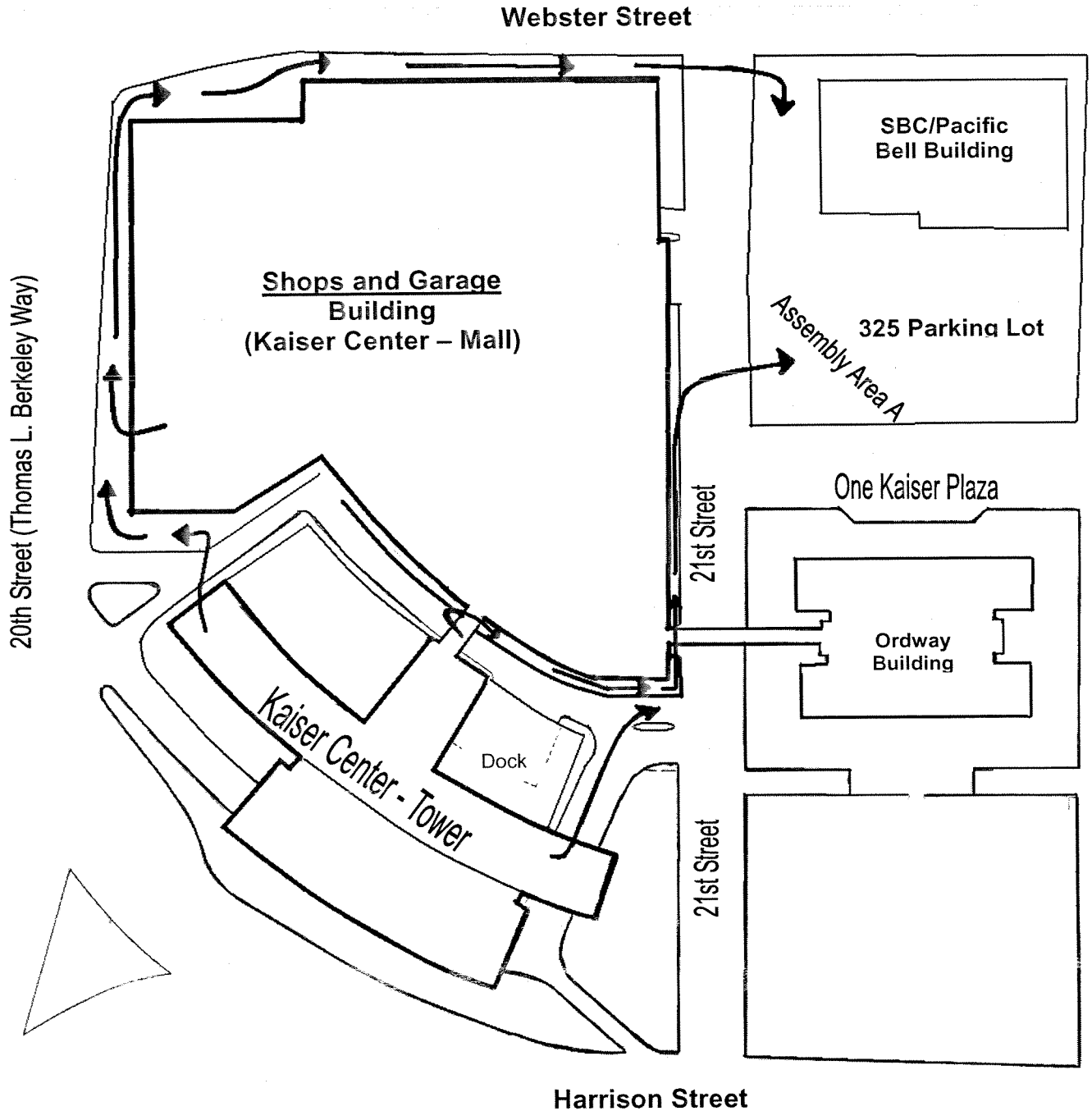
- Carefully check for heat with the back of your hand by lightly touching the doorframe near the top. Then check the doorknob. If it is hot, go to an alternate exit.
- Brace yourself, and open the door slowly if it is cool to the touch. You may need to shut it quickly if you encounter flame or smoke.
- 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.

What to do if you are trapped in a building

- First of all, 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 272-0909.

- **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 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 see fire:**

Activate the fire alarm pull station.

Call the Fire Department 9-1-1

Call Building Security 272-0909.

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 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 Property Manager/Life Safety Director.

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 272-0909.
- 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. If blood is present, wear latex gloves to prevent blood from getting on your skin.

Earthquake

Once the shaking starts:

- Duck and cover under a hard surface like a desk or table.
- Face away from any windows.
- Stay clear of tall objects that may tilt and topple over.
- **STAY IN THE BUILDING.** Do not run outside.

Once the initial shocks have subsided:

- Remain calm, be prepared for aftershocks.
- Check for injuries and give first aid. 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.
- Do a check for hazards that may have been caused by the quake.
- Use emergency supplies if necessary.
- **DON'T** turn on any lighting or electrical devices.
- **DON'T** use the telephone except in extreme emergencies.
- **DON'T** use the elevators.

Earthquake Emergency Procedure Checklist

- After the quake subsides, get out flashlights. Even if the power is still on, it may not stay on long.
- Gather the occupants of your floor together. Determine if everyone is accounted for by performing a head count.
- Institute a thorough search of your floor, checking stairwells, bathrooms, elevator lobbies, closets, etc.
- Attend to injured people.
- 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.
- Prepare a condition report for your floor. This report should contain:
 - The number of people on your floor.
 - The number of injured people on your floor, with a brief description of their injuries.
 - A brief description of any apparent structural damage on your floor, e.g., ceiling collapse, large cracks in core walls, broken glass, etc.
- Provide this report to the Property Manager/Life Safety Director if possible.
- Take inventory of your emergency supplies. Remember, you may be staying in the building for a few days. Conserve your supplies.

Bomb Threat

- Remain calm and keep the caller on the line.
- Ask questions.
- Use the Bomb Threat Checklist to gather information. Determine as much about the caller as you can.
- Listen carefully for background noises.
- Notify Building Security at 272-0909.
- Wait calmly for further instructions from Building Security.
- Notify your supervisor. Do not mention the call to anyone else; this could create panic.

If evacuation is called for by the Police, your company management or the Property Manager/Life Safety Director:

- 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 272-0909 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 272-0909

Hazardous Materials

- In the event of a hazardous materials incident notify Building Security immediately by calling 272-0909.
- Report information. Give your name, the exact location of the material released, telephone number and your 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 272-0909.
- Remain within the building. Do nothing to antagonize the demonstrators. Inform all other personnel to do likewise. Do not travel to other buildings, unless you are directed to do so by Building Security personnel.
- 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 and remain calm and stay in your office/department unless you are in an unsafe position or instructed to leave by Building Security personnel.
- Secure all valuable materials in a vault, 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. Your safety is the primary concern.
- 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.
- Call Building Security to report any emergencies 272-0909 or use a runner if your phones do not operate.

If PG&E advises the Kaiser Center in time 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. Notify Building Security at 272-0909.

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.
- Physically give the person personal space.
- Provide for your own personal safety.
- Don't be afraid to ask for help.

Building Security

- Report suspicious persons to Building Security at once by calling 272-0909.
- Avoid the habit of routinely leaving valuables on the desk unguarded. Carelessly hanging a purse or suit coat containing your wallet, keys or other items of value behind your desk chair or on a coat rack is asking for trouble.
- 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.
- 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 the premises.
- Ask for identification. Contractors and vendors must have either a Kaiser issued permanent badge or a self-expiring temporary 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.

Care of Disabled Persons in an Emergency

- Prevent injury and further damage to a victim. Ensure safety for yourself and others.
- 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.
- Keep a level head. A demand for immediate action often translates into insecurity and fear. Keep your focus and concentrate. Be patient. Speak clearly and directly about the emergency.
- When responding to assist a disabled person, identify yourself and your purpose for being there. 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.
- **P**ull the retaining pin.
- **A**im the nozzle at the base of the flames, and
- **S**queeze the handle completely. This will discharge the extinguishing agent at the fire. Use a sweeping motion from side-to-side.
- **S**weep 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 and they are usually located on a wall near an exit leading to a stairwell. 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.
HALON	ABC	Leaves no residue - preferred in computer rooms or where very delicate electronic equipment is in operation.

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.
- In areas with sprinklers; there must be at least an 18-inch clearance from the bottom of the sprinkler head to the top of any object underneath the sprinkler head.
- 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. This includes copiers, coffee pots, typewriters, computers and printers.
- Do not use electrical or any 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, in particular sterno.
- Turn off coffee warmers when the pot is low.
- 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 occupants. The Floor Wardens are responsible for conducting, documenting and preparing a critique of the fire drill. When critiquing a fire drill the following points should be checked:

Fire Drill Critique Form

The Floor Wardens shall ask for a written evaluation following each drill. Group discussions with employees will also be held.

Points which should be covered are: not hearing the alarm, fire equipment blocked or unusable, exits and/or hallways blocked, operations hindered, duties not understood or carried out, etc.

All Floor Wardens must complete a Fire Drill Report and submit it to the Property Manager/Life Safety Director.

Fire Drill Critique Form

Date _____ Time Drill Begins: _____ Time Floor Evacuated: _____

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: _____

Floor Warden Members - Floor # _____

Floor Warden

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Alternate FW

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Team Position

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

Name _____ Location _____ Telephone _____

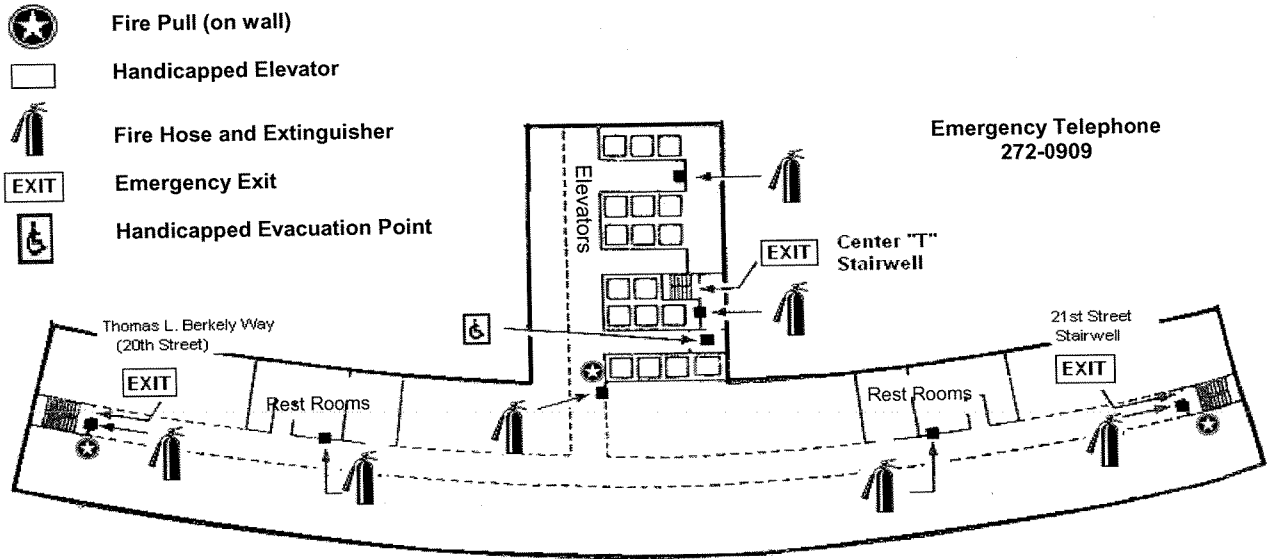
Floor Wardens of Adjacent Floors:

Name _____ Location _____ Telephone _____

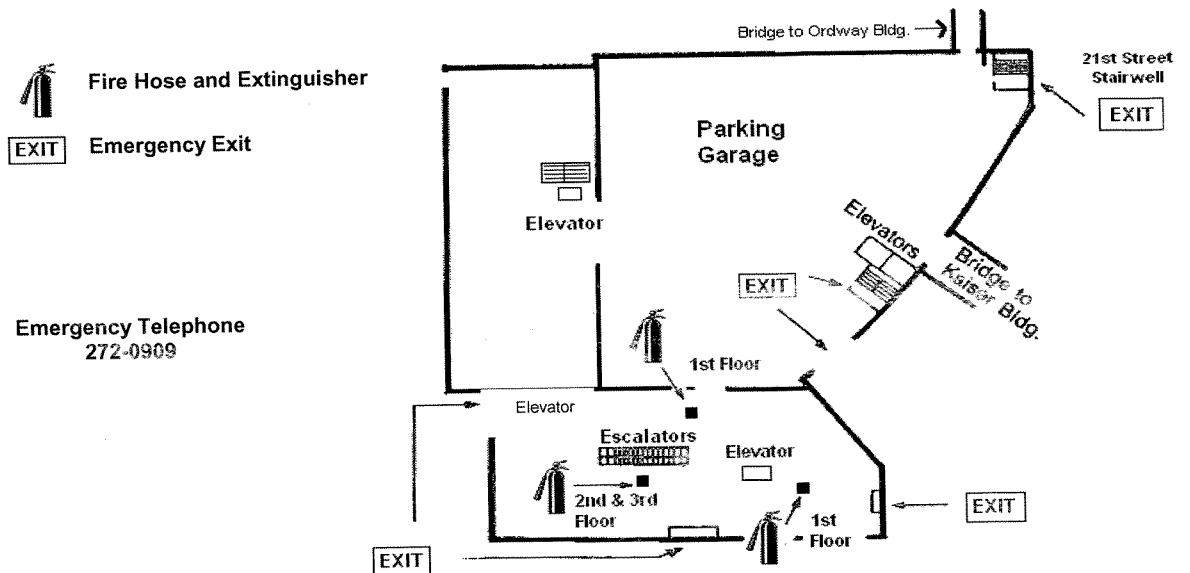
Name _____ Location _____ Telephone _____

Kaiser Center Floor Plan

KAISER CENTER – TOWER FIRE EQUIPMENT AND EXIT STAIRWAY LOCATIONS



KAISER CENTER – MALL FIRE EQUIPMENT AND EXIT STAIRWAY LOCATIONS



Kaiser Center Tower Stairwell Symbols

◆	28	→	◆	24
●	27	→	●	23
□	26	→	□	22
■	25	→	■	21
◆	20	→	◆	16
●	19	→	●	15
□	18	→	□	14
■	17	→	■	13
◆	12	→	◆	8
●	11	→	●	7
□	10	→	□	6
■	9	→	■	5*
		◆		4*
		●		3*
		□		2*
		■		1*

* Exit to 325 Lot assembly area