

JLL
550 California Street
(California St. and Sacramento St. Tower)

FACILITY EMERGENCY PLAN

August 2014

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I. EMERGENCY PHONE NUMBERS

Use alternate number if problems are encountered using 911

Fire-Police-Medical-Ambulance	911
<u>Building Management</u>	
Office	415-391-9105
Security Desk	415-391-0515
Engineer	415-391-1295
Fire Safety Director	415-391-9105
Police Non-Emergency	415-553-0123
Fire Department Non-Emergency	415-558-3800
Night	415-861-8020

II. INTRODUCTION

PURPOSE OF PLAN

As required by Title 19, California Code of Regulations; California Fire Code; California Health and Safety Code; and the San Francisco Fire Code, an emergency plan shall be prepared, implemented, maintained and annually reviewed for this building. This plan is a legal document.

Property Information

550 California is a multi-tenant, commercial, high-rise office building. The property consists of two towers of rentable office/retail space, and a two level basement garage space. The fourteen-story California Street Tower was constructed in 1960 and is 262,000 square feet, while the eight-story Sacramento Street Tower was constructed in 1962 and is 77,000 square feet. In 1974, the steel frame and concrete Type II buildings were joined with a shared lobby on the first floor and an enclosed walkway bridge connecting the fifth and eight floors, which have been re-opened. The towers were also expanded and four Type I stories were added to the California Tower and two Type I stories were added to the Sacramento Tower.

Tenant Responsibility

The personal safety of every one of us depends on how we respond as individuals; even the best technology and safety devices are inadequate without the proper human response in the event of a fire, bomb threat, or other potential disaster. It is the responsibility of each of us to become informed of the proper procedures to follow. We recommend all Floor Wardens read the following manual, discuss it with all co-workers, refer to it on a regular basis, and store it in a convenient location where it is available to all employees. Please feel free to copy any forms, checklists, etc. in order to organize your Safety Team more efficiently.

Please note the three forms in the Required Information section: *Tenant Emergency Contacts*, *Tenant Floor Warden List*, and *Physical Limitations Evacuation List*. It is the responsibility of each tenant to inform the Building Management of any changes to the status of individuals in your employment with regard to each of these forms.

Maintenance of Tenant Emergency Plan

At a minimum of once a year, the building Fire/Life Safety Director will schedule and supervise a fire drill involving the building staff, floor wardens, their emergency team members, and all the occupants of the building. The Fire/Life Safety Director will maintain a record of all inspections, tests, drills, and training for the Fire Department's review.

Street Fire Alarm Pull Box

City alarm pull boxes, independent from the building, are located along California Street near the middle of our block, and on the northeast corner of Sacramento and Kearny Streets.

Relocation Area

550 California and 635 Sacramento are full evacuation buildings with the relocation area being Portsmouth Square and back-up location being Commercial Street between Kearny and Montgomery Streets.

III. BUILDING EMERGENCY SYSTEMS & EQUIPMENT

For your personal protection, 550 California Street contains exceptionally advanced safety systems and features. Structurally, 550 California Street is a steel frame tower with concrete slab floors poured over steel decking. The building exterior is clad with granite on the northern and southern facades and pre-cast panels on the east and west facades. The Building is fully equipped with sprinklers, positive smoke exhaust, and a modern life safety system to provide an immediate warning and a safe means of existing the building in the event of a fire or other emergency. Some of our safety features include:

Sprinklers

All offices, retail spaces, entrances, lobbies, corridors, mechanical and service areas, including the parking garage levels, are protected by a fully automatic fire sprinkler system. Sprinklers are activated by high temperature that causes the sprinkler to discharge water in a limited area. If the fire is not controlled, additional sprinkler heads will be activated. A flow of water from a sprinkler head will activate the fire alarm system and notify the central station alarm service that will then contact the Fire Department.

Smoke Detectors

Smoke detectors are installed in tenant suits, corridors, elevator lobbies, freight elevator lobbies, electrical/telephone rooms, and mechanical rooms. The devices are highly sensitive and will also activate the fire alarm system and notify the central station alarm service that will then contact the Fire Department.

Speakers/Strobes

Audible “**whooping**” sounds and visual strobe flashing alarms are activated in the office areas, corridors, and public areas to immediately communicate a fire alarm to all occupants of the floor. When any fire alarm device is activated, these alarms will sound throughout the entire building.

Pull Stations

Manual fire alarm pull stations are located at the entrance to each exit stairwell and in the passenger elevator lobby. Once pulled the system is then activated, central station notified, and the Fire Department notified.

Emergency Exits/Stairwells

Two exit stairwells are available on all floors above the Main Lobby. These exits are of two-hour fire resistant construction. Stairwell number two leads directly to the exterior of the building. Stairwell number one leads to the lobby and garage. All stairwells and corridors are equipped with emergency lighting. Once in the stairwell, the stairwell monitor should insure the door is closed and catches the lock, to avoid smoke and fire entering stairwell, and proceed down and out of the building to the designated meeting area, Portsmouth Square, on the corner of Kearny and Clay (or if instructed to the back-up area which is Commercial Street between Kearny and Montgomery).

Exterior Fire Escapes (the south/east corner of California tower only on Spring Street)

They are only to be used as a last resort or on direction of the Fire Department.

Emergency Generator

If a power outage should occur, the emergency generator will provide power for the operation of the fire alarm and communication systems, exit lighting, critical mechanical equipment, and emergency elevator service.

Elevators

In case of fire or emergency, use stairs, do not use elevators. When an alarm is received from any passenger elevator lobby smoke detector, all the elevators in that bank will automatically return to the ground floor lobby and remain there under Fire Department control.

Fire Doors

The building is equipped with doors that are magnetically held open and that are tied into the building's fire/life safety system. These doors are fire rated and are designed to properly manipulate several factors involved with a fire/life safety system such as pressurization, heat, smoke exhaust, spread, etc. If any one of the safety devices is activated, then all magnetically held doors would close to accomplish the above.

Fire Extinguishers and Fire Hoses

There are also fire extinguishers throughout the building. Fire hoses are located in the elevator lobby of the Sacramento tower. Refer to the *Fire Extinguisher (page 18)* section for proper use of a fire extinguisher.

Heating Ventilation and Air Conditioning (HVAC)

The HVAC system in this building is designed to assist in a safe evacuation of smoke from the affected areas of the building as identified by the smoke detection system. All tenant comfort cooling will be automatically turned off by the activation of an alarm, and all remaining mechanical equipment is automatically supported (if needed) by an emergency generator in case of a power failure.

Emergency Lighting

All tenant spaces, corridors (common and tenanted spaces), restrooms, elevators, basement, stairwells, and exit lighting are supported on separate emergency lighting circuits. These lighting circuits provide safe but minimal illumination for exiting, and run 24 hours per day. In addition, the emergency generator supports these circuits during power failure.

SMOKE CONTROL SYSTEM

Priority Information:

1. Automatic smoke removal capability in California Street tower and multi-story space.
2. Manual smoke removal capability in Sacramento Street tower.
3. Stairwells and Elevator shafts not pressurized.
4. Smoke towers: Stairwell 2 in both towers. Vestibules are open to the outside.
5. Ventilation control locations:
 - a. California Street tower, lobby level firemen's control room.
 - b. California Street tower, roof level by local control or engineer's office on 1st floor.

Modes of Operation:

1. California Street tower fire alarm/smoke management mode:
 - a. Automatic at alarm :
 - Smoke removal on floor in alarm.
 - Floor above and floor below pressurize.
 - b. Overrides night mode to restart fans.
 - c. Can override duct smoke detector for smoke management.
 - d. Stairwells and elevator shafts not pressurized
2. Sacramento Street tower fire alarm/smoke management mode:
 - a. Manual smoke removal capability:
 - Affected fans shut down automatically at alarm.
 - May require assistance of engineer to manually remove smoke.
 - b. Can override duct smoke detector for smoke management.
 - c. Stairwells and elevator shafts not pressurized.
3. Daytime mode:
 - a. Fans running, air heated or cooled.
 - b. Monday-Friday..... 6:00am to 5:30pm.
 - c. Saturday, Sunday & holidays..... HVAC is OFF
 - d. Night mode..... HVAC is OFF

SEQUENCE OF OPERATIONS

1. Normal Mode Operation: The normally closed fire/smoke dampers (FSD) will be controlled and monitored by the building automation system (BAS) or by fireman's annunciator command terminal (ACT). Supply and return FSD's are controlled and monitored for their open or closed positions separately for each floor. The fire alarm control panel (FACP) receives the signals.
2. Smoke Mode Operation:
 - a. Upon detection of smoke by return air duct smoke detector, floor area detectors, or water flow on all floors above the 3rd floor, the following will occur:
 1. A signal is sent to FACP, and then to BAS from FACP for the fire floor.
 2. Fan dampers at the Air Handling Unit (AHU)-1 & AHU-2 will be placed in purge mode with OAD and EAD fully open and RAD fully closed.
 3. Supply and return fans for AHU-1 & AHU-2 will start maximum airflow.
 4. Supply in hot & cold ducts will close for the fire floor, and the returns will stay open.
 5. Supply FSD's in hot & cold ducts will open, and return FSD's will close for floor above and floor below fire floor.
 6. FSD's in all other floors will remain in normal position.
 7. All FSD and off-normal positions will be annunciated at ACT and BAS.
 - b. Upon detection of smoke by return duct smoke detector, floor area detectors, or water flow on floors 1, 2, or 3 the following will occur:
 1. A signal is sent to FACP and to BAS from FACP for the fire floor.
 2. Fan dampers at the AHU-1 & AHU-2 will be placed in purge mode with OAD and EAD fully open and RAD fully closed.
 3. Supply and return fans for AHU-1 & AHU-2 will start (if not running) with maximum airflow.
 4. Exhaust air fans (garage supply fans) will stop.
 5. Supply FSD's in hot & cold ducts will close for the fire floor and the returns will remain open.
 6. Supply FSD's in hot & cold ducts will open, and return FSD's will close for floor above and floor below fire floor.
 7. FSD's in all other floors will remain in the normal operating position.
 8. All FSD positions and any off-normal positions will be annunciated at ACT and BAS.
3. Fireman's Annunciator Command Terminal: This is located in the SFFD room in the 1st floor lobby, and will provide annunciation and manual override command for all the life safety fans and all the supply and return FSD's.

PUBLIC ADDRESS ANNOUNCEMENTS

During an emergency, you will hear announcements throughout the building over our public address system. These will let you know what actions you may need to take for your own, and your company's safety. The following are some examples of what you may hear:

Immediate Announcement

"Attention please... attention please. An emergency has been detected in the building. Please exit the building using the nearest emergency exit."

Repeat Announcement

If False Alarm

Engineering or the San Francisco Fire Department will notify the tenants by use of the PA system that it is now safe to return to their work area.

Repeat Announcement

If Fire is Extinguished

"Attention please... attention please. The fire/emergency earlier reported has been resolved. There is no longer an emergency condition in the building. Elevator operation has resumed. Thank you for your cooperation."

Additional Announcements

During an emergency, authorities may make additional announcements and give instructions specific to the emergency.

IV. SAFETY TEAM STRUCTURE

Fortunately, significant emergencies in office buildings have been few and far between. However, the large amount of office space and the numbers of people occupying this space virtually guarantee that some incidents could occur. An effective emergency plan can prevent these incidents from becoming significant. 550 California Street has developed a sample team structure so that its occupants can respond effectively to a fire or other emergency situation. Team Structure positions and responsibilities are as follows:

Fire/Life Safety Director (one in Building Management Office)

- Wear orange vest in a fire drill and in an emergency.
- Ensure that the San Francisco Fire Department has been notified via the 9-1-1 emergency phone system. Upon hearing the fire alarm or receiving a report of fire or smoke, activate the fire alarm if not yet activated.
- Ensure elevators have been recalled to ground level.
- Make emergency public address announcements. Give instructions to evacuate, start floor warden system, stay in place. The Facility Emergency plan will include the current physical Limitations list for each tenant and a current set of floor plans (roof and basement included).
- Secure building entrance for responding emergency units:
 1. Prop open front doors.
 2. Keep area clear of tenants, visitors, or onlookers.
 3. Keep phone lines clear. Trapped or injured tenants, residents, or guests may be trying to call.
- Relay know information to the Fire Department Officer in Charge:
 1. Location of fire, smoke, medical emergency, or alarm.
 2. Location of fire alarm panel.
 3. Location of any known trapped persons.
 4. Location of anyone in need of evacuation assistance (disabled or elderly).
 5. Public phone number to FCC room or security desk (this number shall be labeled on emergency key ring).

Floor Warden (two per floor)

- Wear orange vest in a fire drill and in an emergency.
- Search floor and order relocation or evacuation of building.
- Ensure safety of persons in need of evacuation assistance.
- Ensure that FSD or SFD knows the location of individuals trapped or in refuge.
- Evacuate or relocate to an assigned floor, once area has been cleared and safe.
- During an evacuation, inform Fire/Life Safety Director (in Fire Control Room) of the location of persons with physical limitations.
- Look out for signs of distress on the part of the building occupants. Comfort and escort them out in a similar manner as the disabled.
- Coordinate all emergency procedures on his or her floor.
- Know physical layout of floor.
- Educate new employees and re-educate all employees on a regular basis on the Facility Emergency Plan Manual.

- Appoint and train Floor Searchers, Stairwell Monitors, Elevator Monitors, and Monitors for Persons with Physical Limitations (as needed), Exit/Restroom Monitors, and assign respective areas of responsibility. Appoint alternates to each position. Keep an updated list of those appointed and send a copy to the Building Management as updated.
- Train floor occupants in fire prevention measures.
- Maintain up-to-date Physical Limitations, tenant Emergency Contacts, and Tenant Floor Warden forms. Send any changes to the Building Management Office.

Floor Searchers (four per floor suggested, one per tenant on multi-tenant floors)

- Wear orange vest in a fire drill and in an emergency.
- Perform a complete search of area of responsibility to determine that all occupants have evacuated and direct all to stairway. Close all doors once rooms are searched, to signify that the room has been checked.
- Report “All Clear” to Floor Warden.
- Direct orderly flow during drills and emergencies.
- Look out for signs of distress on the part of building occupants. Comfort and escort them out in a similar manner as the disabled.
- Evacuate or relocate.

Stairwell Monitors (two per floor and two alternates)

- Wear orange vest in a fire drill and in an emergency.
- Station self at stair entrance.
- Maintain calm and order.
- Control movement of persons in stairwells by keeping evacuees in a single file line, maintaining steady pace and promoting use of the handrails.
- Look out for signs of distress on the part of building occupants. Comfort and escort them out in a similar manner as the disabled.
- Evacuate or relocate with searcher.

Elevator Monitors (one per floor and one alternate)

- Wear orange vest in a fire drill and in an emergency.
- Station self at elevator.
- During drills and evacuations, direct persons away from elevators and to the nearest stairwell.
- Look out for signs of distress on the part of building occupants. Comfort and escort them out in a similar manner as the disabled.
- Evacuate with searcher.

Monitor for Persons with Disabilities (two plus one alternate for each person)

- Wear orange vest in a fire drill and in an emergency.
- Know location and needs of known persons requiring assistance.
- One Monitor will assist person to:
 1. Enclosed stairwell.
 2. Area of evacuation assistance / area of refuge.
 3. Defend in place.
- Second Monitor will report location of person requiring assistance to:
 1. Floor Warden.

2. Fire/Life Safety Director.
 3. Fire Department Officer (only if Floor Warden or Fire/Life Safety Director is not available).
- Look out for signs of distress on the part of building occupants. Comfort and escort them out in a similar manner as the disabled.
 - Evacuate or relocate with searcher.

Restroom Monitors (two per floor and one alternate)

- Wear orange vest in a fire drill and in an emergency.
- Ensure that exits are open and free of obstructions.
- Direct orderly movement of persons to meeting area.
- Ensure that all individuals have exited the restrooms, and leave Red Post-Its on the doors to signify that the room has been checked.
- Look out for signs of distress on the part of building occupants. Comfort and escort them out in a similar manner as the disabled.
- Evacuate or relocate with searcher.

Safety Team Completion

After completing their job, all Floor Wardens will gather at a predetermined area. When all team members are accounted for, all will exit the building. It is very important that each member of your team has a clear definition of his/her position and how it relates to the overall emergency structure. All team members should be familiar with the exits, relocation floor(s), and the location of the fire alarm pull stations and the location and use of fire extinguishers. Occupants in the area should be given a list of the team members for their floor.

V. FIRE/LIFE SAFETY DIRECTOR'S NON-EMERGENCY DUTIES

1. Ensure training of:
 - A. Floor Warden, Searcher, Disabled Aide, Exit Monitor, and Elevator Monitor.
 1. Safe evacuation/relocation procedures.
 2. Fire safety and prevention.
 3. Location and use of fire extinguishers and hoses.
 4. Fire Drills.
 5. Check on availability of tenant Safety Team members and update on a regular basis.
 - B. On-site Management, Engineers, Security, and Custodians.
 1. Response communications (radio and phones).
 2. Assigned duties.
 3. Crowd control.
 4. Fire safety and prevention.
 5. Location and use of fire extinguishers, hoses, sprinkler valves, alarm panels, water, electrical, and gas shut-offs.
 6. CPR and First Aid.
 7. Fire Drills.
 8. Train on Facility Emergency Plan.
 - C. Tenants
 1. Fire safety and prevention.
 2. Fire extinguisher and restriction.
 3. Fire drills – evacuation/relocation.
2. Implements and maintains the Facility Emergency Plan.
3. Logs all training and inspections, testing, and maintenance of life safety equipment.
4. Ensure that building keys, maps of all floors (roof and basement included), red firefighter's phones, and updated list of persons in need of evacuation assistance is available for the Fire Department (items will be available in the FCC room).

VI. PHYSICAL LIMITATIONS EVACUATION

In case of an emergency evacuation, individuals with physical limitations will require additional assistance to evacuate safely and quickly. A physical limitation is defined as any disability or condition, temporary or permanent, which detracts from an individual's ability to safely and expediently relocate. Examples include:

- Persons dependent on crutches, canes, walkers, etc.
- Persons recovering from surgery
- Pregnant women
- Persons with significant hearing or sight impairment

It is imperative that those people responsible for the evacuation, your company's Safety Team, the Building Management Office, and the Fire Department, be aware of these individuals to ensure their safety. For that purpose, the *Physical Limitations Evacuation List* in the Required Information section of this manual must be completed by each tenant and kept on file in the Building Management Office. It is the responsibility of each tenant to notify the Building Management Office of any additions or changes to the status of individuals in your employment, including employees' recovery from temporary conditions.

Every individual placed on the Physical Limitations Evacuation List must be assured that the information provided to the Building Management staff and the Safety Team will be kept confidential and will be used only to provide safe and quick evacuation in emergency conditions. Your company's Safety Team should also keep a current copy of this form in order to monitor those individuals' needs. Two monitors plus one alternate should be assigned to assist each individual listed in the case of an emergency evacuation. Those assigned to assist the physically impaired should have knowledge of how to safely evacuate the people to whom they are assigned (proper lifts and carries) and ask how they can be best helped. Please check the *Safety Team Structure* (pg. 11-13) section for additional information.

These individuals should be positioned just outside the stairway entrance (if it's safe to do so) and a member of the safety team should stay with that person until emergency personnel arrive to assist. The floor warden or a member of the safety team needs to notify Security, Engineering or the San Francisco Fire Department on their way out that there is a physical limitation person positioned on the specific floor.

VII. FIRE SAFETY DO'S, DON'TS, AND TIPS: PREVENTION & PLANNING

The importance of emergency prevention cannot be overemphasized. If good prevention practices are developed, practiced, and publicized, the benefits are numerous. Listed below are several common fire hazards and simple steps, which you can take to prevent fires.

Electrical Hazards

- Regularly inspect your areas for deficient or overloaded electrical or extension cords.
- Only use UL listed extension cords with their own overload protection.
- Promptly replace any cord that is cracked, frayed, or has a broken plug.
- Never run electrical cords under carpets or chair pads.

Cigarettes

- Smoke only where permitted outside and away from the building.

Oil cloths/Flammable liquids

- Cloths used in cleaning, particularly when used with chemicals, solvents, oils and grease, should be stored in closed metal containers approved by the fire department. These cloths should not be allowed to accumulate.
- Building policy dictates that no Combustible or Flammable liquids be brought onto the property without specific written permission (permit) from property management.

Access

- Keep all doors to the corridors closed unless held open on a magnetic hold-open system.
- Do not prop any stairwell doors open.

Sprinklers

- Each sprinkler head should have at least 18 inches of clearance. Do not block or cover any sprinkler heads. **Do not hang anything from the sprinklers or the sprinkler piping. Do not use storage systems that come within 18" of ceiling.**

Work with the Building Management Office

- If you suspect faulty electrical equipment or wiring due to a strange odor or improper functioning, report it **immediately**.
- Report any EXIT sign lights that are not operating correctly.
- Participate in each training session and fire drill offered by 550 California Street.

VIII. ACTIONS OF ANYONE WHO SMELLS SMOKE OR FINDS FIRE

If You Discover Smoke or Fire

- Immediately pull the closest fire alarm pull station (elevator lobby and corridor near either stairwell) no matter how small the fire appears. This notifies the Fire Department, building personnel, and other occupants on your floor by activating all fire alarm systems.
- Call “9-1-1” from safe location.
- Assist others in exiting, if safe to do so.
- DO NOT attempt to put out a fire unless it is small & contained, and you are trained on how to use the fire extinguisher.
- Evacuate immediately, closing all windows and doors behind you to slow the spread of the fire. Follow instructions below to evacuate carefully.
- Follow all directions given by Floor Warden Staff or Fire Safety Director.
- Do not re-enter building until Fire Department or Engineering Department approves re-entry.

When ordered, EVACUATE CAREFULLY

- *Always follow instructions from the Safety Team!*
- Exit by the nearest stairwell, staying to your right and out of the way of ascending fire personnel.
- If you encounter heavy smoke, crawl on your hands and knees to the exit. Heat and smoke rise, leaving cleaner air near the floor.
- When you encounter closed doors, test for heat before you open. Reach as high as you can and touch the top of the door, the knob, and the frame with the back of your hand. If the door is hot, use another escape route. If the door is cool, open it slowly.
- Exit into stairwell and walk down all flights to street exit (or lobby if that is the safest route). Relocate to Portsmouth Square, located on the corner of Kearny St. and Clay St.

Total Evacuation

Total evacuation is required of all tenants. All floors await instructions from the public address system.

Persons in need of evacuation assistance

Disabled aide shall assist person in need of evacuation assistance to an area of refuge or area of evacuation assistance (Enclosed stairway or assist to defend in place). Please see the *Physical Limitations Evacuation* (pg. 15) section.

Defend in Place:

1. Seal doors or transoms with wet towels.
2. Call “9-1-1” to report location and conditions.
3. Do not break windows unless you are in absolute danger of smoke inhalation, or instructed to do so by the Fire Department.
4. Hang a bright object from window.
5. Breathe through wet towel and stay low.

If Trapped in Smoke Filled Room or Corridor:

1. Crawl on hands and knees to safe area.
2. Try to get to an enclosed stairway or get in a smoke free room and defend in place.

FIRE EXTINGUISHERS

WARNING: Do not fight a fire if you have not read the extinguisher instructions, or if the fire is spreading or blocking your escape. Using the extinguisher improperly may endanger you and others. A pull station should always be pulled first. Do not fight fire if you do not understand how to use the extinguisher.

To Use a Fire Extinguisher:

1. Ensure alarm has been sounded.
2. Check the fire extinguisher (for proper type and in good condition).
3. Remember PASS:

P – Pull the pin

A – Aim at the base of the fire

S – Squeeze the trigger handle

S – Sweep from side to side

IX. EARTHQUAKE / SEVERE WEATHER

PREPARING FOR AN EARTHQUAKE

Assess your work area

- Move pictures, lamps, flowerpots, etc. which could fall on you while sitting at your desk.
- Display heavy objects on lower shelves, which could fall and injure or block exit ways.
- Secure TV's, computers, monitors, and other expensive electronics to their bases.
- Latch cabinets and drawers.
- Securely anchor large furniture and temporary walls and partitions to wall or floor.
- Laminate glass, which can shatter.

Keep Emergency Supplies Handy

- Minimum 3 days food and water. A gallon per person.
- First Aid kit and manual.
- Large and small heavy-duty plastic bags, duct tape and scissors.
- Rescue tools: crowbar, hammer, rope, pipe and crescent wrench, screwdrivers, etc.
- Flashlight and supply of extra batteries.
- Prescribed medication and extra eyewear.
- Personal bag of heavy-duty gloves and shoes.
- Extra clothing and a whistle.
- Portable TV or radio, and extra batteries.
- Cash (ATMs and credit cards may not work).
- Blanket.
- Emergency phone list.

These supplies should be regularly checked and maintained!

Communications:

- Individual, Tenants or Employees
 1. Emergency phone list.
 2. Family: work, school, play and day care.
 3. Long distance message check-in phone number.
 4. Cell phone.
- Company
 1. Emergency back-up list of vendors (to minimize down time).
 2. Emergency phone list of employees.

Drill:

- Know safe, take-cover locations.

DURING AN EARTHQUAKE

Do not evacuate unless instructed to do so! You are safer inside.

Indoors

- STAY inside; take cover in a safe location.
- MOVE away from windows, glass partitions, shelves and cabinets from which glass or heavy objects may fall or launch themselves.
- DUCK close to the floor, COVER under a table or desk and HOLD onto it, or brace yourself in an interior doorway, which does not have a door. Be prepared to move with the desk or table as it may bounce and move with tremors.
- STAY PUT and REMAIN calm.
- Calm others.

Outdoors

- MOVE away from buildings, overhead wires and poles as much as possible.
- TAKE COVER in a doorway or other shelter if unable to reach a clear area.
- AVOID windows, which fragment during shaking.

In an Elevator

- SIT DOWN until the movement subsides.
- STAY CALM. You are better protected than most people are since nothing can fall on you and the elevator is designed not to fall.
- WAIT to be contacted by Building Management who will arrange a rescue as soon as possible.
- NOTE: Elevators are designed to brake and hold until shaking stops, then will go to the nearest floor. Doors will open to release occupants and “go out of service” until checked by engineer/elevator mechanic.

AFTER EITHER OCCURRENCE

- Remain calm and wait for instructions from the Safety team and Building Management.
- Check immediate location (Are you safe?)
- Extinguish any fires and do not light matches or cigarettes.
- Take precautions for continuing aftershocks or continued severe weather; follow same procedures as above.
- Turn off gas if you smell gas, see a broken pipe, or are ordered to do so.
- Turn off water or electricity if it is causing a hazard or pipe is broken.
- DO NOT use elevators following an earthquake. If you are instructed to evacuate, proceed calmly and quietly down stairwells, moving to the right to make way for emergency personnel. Do not return to the building until instructed to do so.
- Check for injuries and persons who require assistance. DO NOT MOVE them unless absolutely necessary. Find someone that can render first aid. Building Management and Safety Teams will have first aid supplies.
- If possible, notify Building Management Office of any damage or injuries requiring assistance.

- Do not use telephones except to request emergency assistance. Check your phones to ensure that no receivers were knocked off the hook.
- Ration food and water.
- Turn on portable radios for news and instruction information.

Going Home

It is in your best interest to remain at work should an emergency occur during working hours. It is too dangerous to attempt to go home right away. Listen to radio reports for areas and roads that have sustained damage. Wait until you know that the roads you need to go home on are undamaged and traffic is moving. While you are waiting, make yourself available to help fellow employees, as well as your company, recover as soon as possible.

X. MEDICAL EMERGENCIES

We suggest the following guidelines in the event of a medical emergency:

A. Upon feeling that you need medical help:

1. Immediately inform the closest person to call 9-1-1.
2. If no one is around, immediately call 9-1-1 and request medical help.
3. GIVE BUILDING ADDRESS, FLOOR AND SUITE NUMBERS, AND YOUR PHONE NUMBER.
4. **Call the building's security desk and report the arriving medical units.** Give your location and your phone number. **Security desk number is (415) 391-0515.**

B. Upon seeing or being informed of another person in need of medical help:

1. **CALL 9-1-1** to request an ambulance or the paramedics.
2. Please give the operator the following specific information:
 - Building Name – 550 California Street
 - Building Address – 550 California Street
 - Nearest cross street – Kearny Street
 - Location – floor, phone number, and/or suite number and how to get to the victim
 - Nature of the emergency and victim's condition
 - Victim's name if known

DO NOT MOVE the injured or ill person, unless there is danger of further injury. If safe, get victim close to the elevator or send someone to the elevator to guide medical units. Keep the victim warm and comfortable.

Do not hang up until the operator hangs up!

C. Security desk or other building staff upon receiving information that someone in the building is in need of medical help:

1. Call 9-1-1 to ensure medical response.
2. Prop open front doors.
3. Recall one elevator for responding medical units.
4. If possible, guide medical units to victim.

When Building Management is informed, one of their team members will immediately put an elevator on independent at the ground floor in order to meet emergency medical personnel and will direct them to the appropriate floor.

XI. BOMB THREAT PROCEDURES

A bomb threat may be received by telephone, mail, or in person. All bomb threats must be taken seriously. Once a bomb threat has been received, the Building Management will advise all tenants in the building of the threat and will inform them of the location given for the device, if any.

Please note that two-way radios or cell phones should not be used once a threat is received since radio waves may cause a device to detonate.

BY PHONE

Instruct all personnel, especially those at the telephone switchboard, on what to do if a bomb threat is called into your office. A calm response to a telephone bomb threat may make it possible to collect more information. Keep the caller on the line as long as possible and ask him/her to repeat the message. Have a copy of the attached checklist by every phone and use it to get as much information from the caller as possible, including time, floor, location, kind, and size of device. Inform the caller that the building is occupied and the detonation of the bomb could result in death or injury to many people. It is always desirable that more than one person listens in on the call. To do this, a signaling system should be implemented, perhaps by using a coded intercom or buzzer signal to another office location.

ATF BOMB THREAT CHECKLIST

1. What time is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What type of bomb is it? _____
4. Did you place the bomb? _____
5. Why was the bomb planted? _____
6. What is your name? _____

EXACT WORDING OF BOMB THREAT: _____

Sex of caller: _____ Voice or Accent: _____ Age: _____
Exact time call received: _____ Date call received: _____

DESCRIBE CALLER'S VOICE

<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal	<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep
<input type="checkbox"/> Soft	<input type="checkbox"/> Angry	<input type="checkbox"/> Normal	<input type="checkbox"/> Distinct
<input type="checkbox"/> Stutter	<input type="checkbox"/> Loud	<input type="checkbox"/> Slurred	<input type="checkbox"/> Whispered
<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp	<input type="checkbox"/> Ragged	<input type="checkbox"/> Clearing Throat
<input type="checkbox"/> Laughter	<input type="checkbox"/> Slow	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Cracking Voice
<input type="checkbox"/> Rasp	<input type="checkbox"/> Crying	<input type="checkbox"/> Disguised	<input type="checkbox"/> Accent
<input type="checkbox"/> Familiar (If voice is familiar, who did it sound like?) _____			

BACKGROUND SOUNDS

<input type="checkbox"/> Street Noises	<input type="checkbox"/> Music	<input type="checkbox"/> Factory Machinery	<input type="checkbox"/> House Noises
<input type="checkbox"/> Voices	<input type="checkbox"/> Long Distance	<input type="checkbox"/> Crockery	<input type="checkbox"/> Local
<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Motor	<input type="checkbox"/> Clear	<input type="checkbox"/> Office Machinery
<input type="checkbox"/> PA System	<input type="checkbox"/> Booth	<input type="checkbox"/> Static	Other: _____

ONCE THE CALLER HANGS UP

- 1. Immediately notify the Police Department at 911.**
- 2. Then call the Building Management at 391-9105 (after hours notify Security at 391-0515).**
- 3. Call your supervisor.**

XII. OUTDOOR OR INDOOR RELEASE

Floor Warden Procedures

- Notify Security by dialing (415) 391-0515
- 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.
- Listen for announcements that will clearly state whether you should “shelter-in-place” or evacuate

Outdoor Release – Shelter in place Instructions

For an outdoor release, people should remain indoors in rooms where outdoor air infiltration is very low.

- Station a Floor Warden at each stairwell telling people not to go outside. (Do not physically attempt to stop anyone). Inform anyone leaving that they will not be allowed back inside.
- Close windows.
- Move people to the inner part of the building (no windows to the outside).
- The rooms should have doors that are fairly effective at preventing airflow from the hallways (e.g. they should have no gap or only very small gap at the bottom of the door).
- Bathrooms are a poor choice, because they often have an exhaust duct that leads directly to the outside. If the exhaust fan is left on then air will be drawn into the bathroom from other parts of the building, which will become contaminated.
- Remain calm.
- Use phones only for emergency calls.
- Listen to the public address system for announcements.

Indoor Release – Evacuate

- Evacuate the building.
- At the direction of Security, set up evacuation areas upwind of the building.
- Segregate people known to be exposed to avoid contaminating others via contact with clothes or skin, and tag or mark these people for medical treatment and decontamination.

XIII. TOXIC HAZARDS

- A.** Immediately get to an area where not exposed, help others.
- B.** Call 9-1-1 and inform of situation.
- C.** GIVE BUILDING ADDRESS, FLOOR OR SUITE AND PHONE NUMBERS.
- D.** Inform of what type of spill.
- E.** Take actions to contain hazard. Close doors behind you.
- F.** ALWAYS FOLLOW ALL SAFETY PROCEDURES WHEN WORKING WITH TOXIC MATERIALS.
- G.** Staff shall immediately shut down any type of air circulating system.

XIV. CIVIL DISTURBANCE

Any indication of civil disturbance such as a riot, demonstration, or picketing should be reported to the authorities immediately. We rely on the local authorities to advise us of protective actions that should be taken during a local disturbance in or around the premises. Emergency procedures may include one or more of the following:

1. Tenant

- Do not go through a violent crowd to leave or enter the building.
- Call 9-1-1 and inform of situation.
- Answer questions asked by operator.
- Avoid any confrontation with demonstrators or crowd.
- Report any disturbance to Building Management at 391-9105.

2. Building Management

- Management may secure main entry into the building by locking the front doors.
- If the incident occurs in or spreads to the interior of the building, then Building Management may secure stairwells and limit access through the elevators.
- Tenants may be requested to lock their doors.
- Escorts may be provided for those that need to enter or exit the building.

XV. REQUIRED INFORMATION

550 CALIFORNIA STREET TENANT EMERGENCY CONTACT LIST

This form is kept on file in the event that Building Management needs to contact a tenant representative after hours. This information is confidential and only to be used in case of an emergency. It is the responsibility of each tenant to inform the Building Management of any changes to the status of individuals in your employment with regard to emergency contacts.

Quarterly Tenant Occupancy / Contact Update 550 California Street/Sacramento Tower

Executive Organization: Organization: <i>*(Specify dept. name)</i>	California St./Sacramento St.: <i>*(Specify tower)</i> Floor:
Department Manager: Office Number: Cell: Email:	Hours of Operation: <i>(Ex. M-F, 8am-5pm)</i>
Administrative Assistant/Office Manager: Type text Office Number: Cell: Email:	# of People per Organization: <i>*(Break down number per floor)</i>
Alternative Admin. Assistant: Office Number: Cell: Email:	MAC #:

Date:

REQUIRED INFORMATION

550 CALIFORNIA STREET

Life Safety Team List

This form enables Building Management to identify your Safety Team members. It is the responsibility of each tenant to inform the Building Management of any changes to the status of individuals in your employment with regard to your Safety Team members.

Prior to completing this form, please see the section entitled *Safety Team Structure pg. 11-13*.

Life Safety Team

LOB:

FLOOR & TOWER:

NUMBER OF TEAM MEMBERS: ##

Primary Floor Warden:

Direct Contact Number: xxx-xxx-xxx x

Email Address: @wellsfargo.com

Deputy Floor Warden:

Direct Contact Number: xxx-xxx-xxxx

Email Address: @wellsfargo.com

Searcher:

Email Address: @wellsfargo.com

Stairwell/Exit Monitor:

Email Address: @wellsfargo.com

Elevator Safety Monitors:

Email Address: @wellsfargo.com

Relocation Aid:

Relocation Aid:

DATE: 00-00-0000

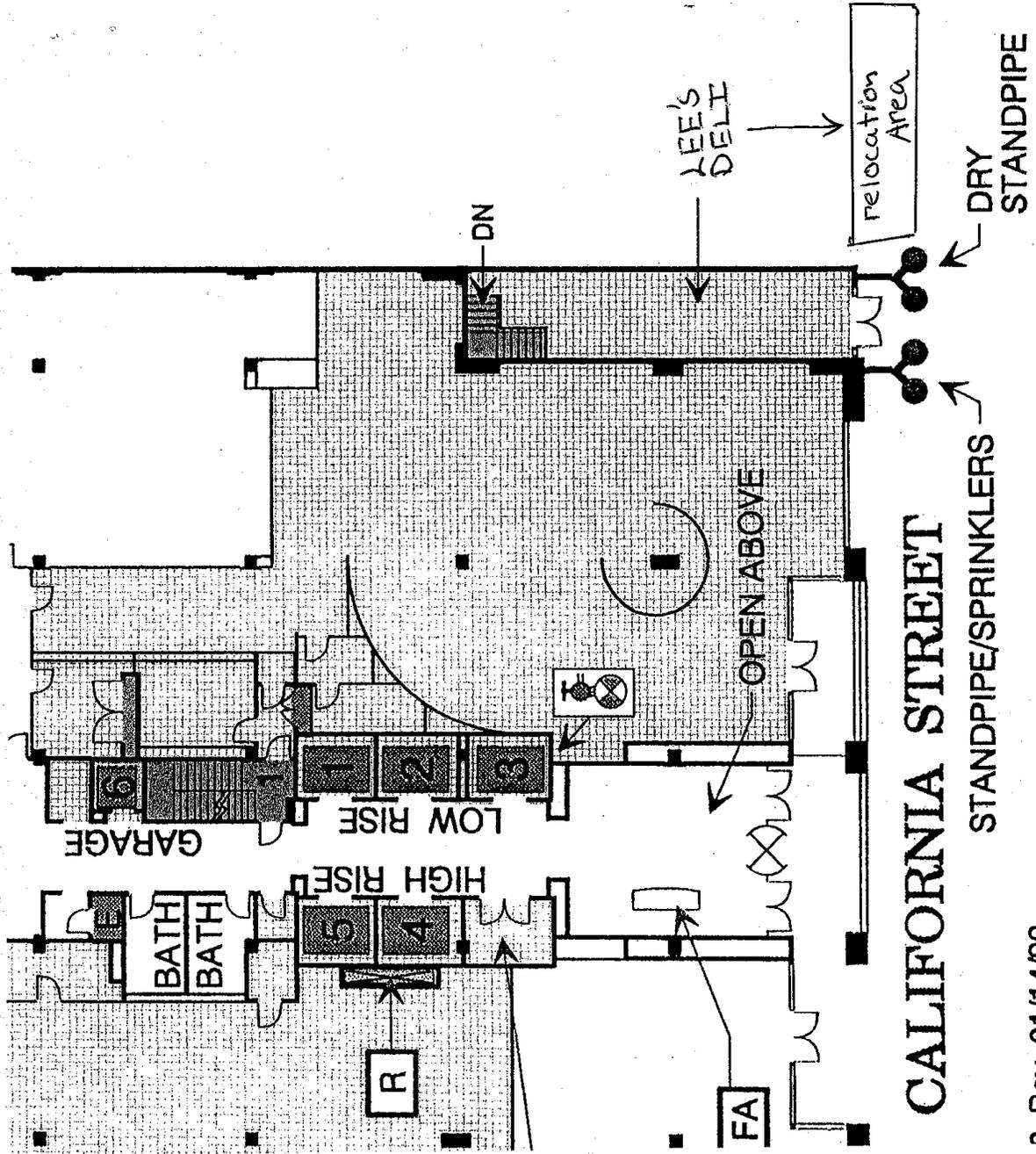
Please return the form to building management via email luci.frias@am.jll.com

XVI. LEE'S DELI PROCEDURES

When the Fire Alarm Sounds:

- Customers needed to be directed to exit the store and go left down California Street a few yards and wait on the sidewalk for instructions.
- All personnel should shutdown their heating / cooking equipment.
- All personnel have to exit the store and close the door.
- They have to move down California Street with their customers and wait for Security to give them "All Clear".
- They are not to walk towards the 550 California entrance as they might obstruct the Fire Department.

See attached map on the following page.



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XVII. PARKING GARAGE PROCEDURES

Instructions for Parking Garage Attendants:

- During normal business hours or after hours: after a minor earthquake (no visible damage to the building or surrounding buildings) cars can be allowed to enter and exit the garage as normal.
- During normal business hours or after hours: after a major earthquake, before cars are allowed to enter or exit the parking garage, approval needs to be given from Building Management, Engineering, or Security.