

# **The Evening Star**

## **OCCUPANT HANDBOOK**



# **OCCUPANT'S HANDBOOK: Evening Star**

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## **1. INTRODUCTION**

The security and safety of our Occupants are of primary concern for the Management Team at the Evening Star Building. By informing you of our Building's emergency procedures, we hope to reduce the risk of threatening occurrences, and to coordinate quick, effective responses to emergency situations.

These emergency procedures provide information to ensure the maximum protection for you and your employees. It should be read carefully by key managers and by the designated Floor Warden(s) in your office. It is essential that these procedures are fully understood and that they are followed if an emergency situation arises.

Please read the section, which outlines the duties of a Floor Warden. This person plays an important role in maintaining the safety of the Building and responding effectively to emergency situations. Each office should select one Floor Warden (with an alternate) for each Occupant space exceeding 7,500 square feet. The Management Office should be notified of the names of these wardens, as they will be contacted regarding Building safety procedures.

We are pleased to have you as an Occupant and hope that you will work with us to ensure the safety and security of all Occupants and employees at the Evening Star Building. If you have any questions, please feel free to contact the Management Office at 202-375-5105.

**Thank you for your cooperation.**

## **2. EMERGENCY TELEPHONE NUMBERS**

MEDICAL.....	911	(Then Notify Management Office 202-375-5105)
FIRE.....	911	(Then Notify Management Office 202-375-5105)
FIRE (NON EMERGENCY)	311	<u>Or</u> 202-727-1010
SMOKE.....	911	(Then Notify Management Office 202-375-5105)

### **AREA HOSPITAL**

GEORGE WASHINGTON HOSPITAL..... 901 23rd Street NW, Washington DC 20037	202-715-4911
HOWARD UNIVERSITY HOSPITAL..... 2041 Georgia Ave. NW, Washington DC	202-865-6100
GEOGETOWN UNIVERSITY HOSPITAL..... 3800 Reservoir Rd., Washington, DC 20007	202-444-2000

### **URGENT CARE CENTERS**

MEDICS USA MEDICAL CENTER..... 1700 17th Street NW, Washington DC	202-483-4400
ARLINGTON URGENT CARE ..... 1311 S Fern St, Arlington VA	703-418-8900

### **LOCAL FIRE HOUSE**

Fire House..... 500 F Street NW, Washington, DC 20001	202-673-3360
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### **MANAGEMENT: EMERGENCY CONTACT INFORMATION**

Management Office (8am – 5pm)	202-375-5105
General Manager	Lynn Rumsey
Property Administrator	Meredith A. Lee
Chief Engineer	Tom Turnbull
Engineer	Hector Abrego

In an **emergency** situation after hours when you need assistance from the management team immediately, please call the main lobby security desk at 202-628-1407 or Kastle Systems at 703-524-7911 and the representative will take down the relevant information and will contact the appropriate property team member for action as necessary.

### **3. TENANT ROLES AND RESPONSIBILITIES**

Tenants and occupants of the office space also have certain responsibilities and duties in the event of and in preparation for an emergency.

Each tenant's company should be encouraged to develop a team or teams consisting of the following individuals:

#### **Team Roles & Responsibilities**

##### **Floor Warden/ Assistant Floor Warden**

The primary role of the Floor Warden is to facilitate the evacuation of occupants from the floor during a fire alarm or other emergency requiring evacuation. Floor wardens are on the front line of emergency response when a fire or emergency occurs. Their quick actions, clear thinking and calm leadership are vital to ensuring the safety of building occupants during an emergency. It is recommended that each floor/tenant has at least one Floor Warden, one Assistant Floor Warden and two searchers, and that they undergo training at least once a year. The Floor Warden is responsible for emergency coordination and reporting of any potential or actual emergency condition to the Building Management. The Floor Warden is also responsible for organizing his/her emergency team members and making sure emergency procedures are carried out correctly. The Assistant Floor Warden will assist the Floor Warden in all areas of responsibility and assume the leadership role in his/her absence.

##### **Duties**

1. Appoint personnel to the emergency team and fills vacant positions.
2. Maintain an updated roster of all Floor Leaders, Searchers, Stairwell Monitors, Elevator Monitors, Handicapped Aides and alternates.
3. Alert key personnel (Asst. Floor Warden, Floor Leader, etc.) of potential emergencies.
4. Supervise the activity and training of all key emergency team members.
5. Ensure that all emergency team personnel know their assigned duties and locations in case of an emergency.
6. Is responsible for informing and training key emergency personnel and all floor personnel in emergency procedures.
7. Pre-plan the handling of physically disabled personnel during evacuation.
8. Maintain current lists of physically impaired employees and ensuring that these updated lists are provided to Building Management quarterly, or as changes require.
9. Assume responsibility for the evacuation of floor personnel.
10. Assume responsibility for notifying the Elevator Monitor to evacuate.

##### **Floor Leader**

Operating under the supervision of the Floor Warden, the Floor Leader is responsible for the control of people in his/her area. He/She is responsible for the safe evacuation of personnel in his/her work area during an emergency.

##### **Duties**

1. Supervise assembly of personnel in his/her work area.
2. Assume responsibility for orderly evacuation of all personnel in his/her area via designated exits.
3. Remain with the group throughout the evacuation period and leads them to predetermined safe areas.
4. Assist in training of all personnel in his/her work area.

### **Searcher**

Under the supervision of the Floor Leader, Searchers are responsible for finding and evacuating all personnel from the floor.

#### **Duties**

1. Check all rooms including rest rooms, conference rooms, reception areas, and any remote areas, closing but not locking all doors behind them.
2. Advise any remaining personnel on the floor of the emergency and insist on their evacuation.
3. Evacuate non-employees found on the floor.
4. Report to Floor Leader when his/her area is clear.

### **Stairwell Monitor**

Under the direction of the Floor Leader, Stairwell Monitors are responsible for an assigned exit and assist in the orderly evacuation of personnel.

#### **Duties**

1. Take a position at his/her assigned exit and assists in the orderly evacuation of personnel.
2. Inspect stairwells for possible heat or smoke conditions before evacuation.
3. Instruct personnel to form single file lines into the stairwell and directs personnel to exit along the exterior side of the stairwell.
4. Supervise and monitors evacuation flow while remaining calm and encouraging a calm and orderly evacuation.
5. Stay at the exit until Searchers have cleared all personnel from the floor.

### **Elevator Monitor**

Under the supervision of the Floor Leader, Elevator Monitors are responsible for making sure no one uses the elevators.

#### **Duties**

1. Direct employees to the nearest stairway.
2. Familiarize him/herself with the building evacuation plan and the location of all stairways.
3. Stay at his/her post until instructed to evacuate by the Floor Warden.

### **Mobility Impaired Aide**

Under the supervision of the Floor Leader, the Aide is responsible for making sure all physically impaired personnel are evacuated safely or placed in fire protected stairwell landing. Tenant should ask for volunteers to serve as Aides.

#### **Duties**

1. Maintain an up-to-date list of physically challenged employees on the floor. If possible a "BUDDY SYSTEM" will be implemented in which one or two Handicapped Aides will be responsible for evacuating specific physically impaired co-workers.

### **Emergency contact**

Emergency contact is an administrative person working for the tenant who will maintain and update your occupant information.

#### **Duties**

1. Provide contact information, phone numbers, and e-mail addresses for members of the tenants and emergency team.
2. Provide contact information, phone numbers, and e-mail addresses for tenant's employees requiring assistance during an emergency.
3. Receive updates from Jones Lang LaSalle and disseminate the information within the tenant's organization.

## 4. PERSONAL WORKPLACE DISASTER SUPPLIES KIT

For the workplace, where you might be confined for several hours, or perhaps overnight, the following supplies are recommended. More information is at: <http://www.redcross.org/services/disaster/beprepared/>



*Together, we can save a life*

### **Flashlight with extra batteries**

Use the flashlight to find your way if the power is out. Do not use candles or any other open flame for emergency lighting.

### **Battery-powered radio**

News about the emergency may change rapidly as events unfold. You also will be concerned about family and friends in the area. Radio reports will give information about the areas most affected.

### **Food**

Enough non-perishable food to sustain you for at least one day (three meals), is suggested. Select foods that require no refrigeration, preparation or cooking, and little or no water. The following items are suggested:

- Ready-to-eat canned meals, meats, fruits, and vegetables.
- Canned juices.
- High-energy foods (granola bars, energy bars, etc.).

### **Water**

Keep at least one gallon of water available, or more if you are on medications that require water or that increase thirst. Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose or break, such as milk cartons or glass bottles.

### **Medications**

Include usual non-prescription medications that you take, including pain relievers, stomach remedies, etc.

If you use prescription medications, keep at least three-day's supply of these medications at your workplace. Consult with your physician or pharmacist how these medications should be stored, and your employer about storage concerns.

### **First Aid Supplies**

If your employer does not provide first aid supplies, have the following essentials:

- (20) adhesive bandages, various sizes.
- (1) 5" x 9" sterile dressing.
- (1) conforming roller gauze bandage.
- (2) triangular bandages.
- (2) 3 x 3 sterile gauze pads.
- (2) 4 x 4 sterile gauze pads.
- (1) roll 3" cohesive bandage.
- (2) germicidal hand wipes or waterless alcohol-based hand sanitizer.
- (6) antiseptic wipes.
- (2) pair large medical grade non-latex gloves
- Adhesive tape, 2" width.
- Anti-bacterial ointment.
- Cold pack.
- Scissors (small, personal).
- Tweezers.
- CPR breathing barrier, such as a face shield

### **Tools and Supplies**

- Emergency "space" blanket (mylar).
- Paper plates and cups, plastic utensils
- Non-electric can opener.
- Personal hygiene items, including a toothbrush, toothpaste, comb, brush, soap, contact lens supplies, and feminine supplies.
- Plastic garbage bags, ties (for personal sanitation uses) .
- Include at least one complete change of clothing and footwear, including a long sleeved shirt and long pants, as well as closed-toed shoes or boots.
- If you wear glasses, keep an extra pair with your workplace disaster supplies.

### **General Information**

- Your kit should be adjusted based on your own personal needs.
- Do not include candles, weapons, toxic chemicals, or controlled drugs unless prescribed by a physician.

## **5. OSHA'S REQUIREMENTS FOR EMERGENCY PLANS**

OSHA's minimum emergency action plan requirements for tenants of commercial office include but are not limited to the following:

- Procedures for reporting a fire or other emergency;
- Procedures for emergency evacuation, including type of evacuation and exit route assignments;
- Procedures to be followed by employees who remain to operate critical plant operations before they evacuate;
- Procedures to account for all employees after evacuation;
- Procedures to be followed by employees performing rescue or medical duties;
- The name or job title of every employee who may be contacted by employees who need more information about the plan or an explanation of their duties under the plan.
- An employer should have and maintain an employee alarm system. The employee alarm system must use distinctive signal for each purpose and comply with the requirements of section 1910.165.
- An employer must designate and train employees to assist in a safe and orderly evacuation of other employees.
- An employer must review the emergency action plan with each employee covered by the plan when the plan is developed or the employee is assigned initially to a job; when the employee responsibilities under the plan changed; and when the plan is changed.
- New employees must be trained on Tenant's emergency evacuation procedures within 1<sup>st</sup> week of employment.

**6-A. TYPICAL FLOOR PLANS**

**SEE ATTACHED**

***KNOW YOUR ESCAPE ROUTES TO THE STAIRWAYS***

*TO ASSIST IN YOUR PREPAREDNESS  
PLEASE FILL OUT AND POST THE “EVACUATION CHART:”  
**FORM 7-A** UNDER EMERGENCY FORMS*

## **6-B. EVACUATION OF MOBILITY IMPAIRED PERSONNEL**

Floor Wardens should canvas their employees to gather a list of persons needing assistance during an emergency or evacuation. Persons needing assistance do not always recognize their needs. The following are some questions that can be asked to help an individual determine if they should self register as a person needing assistance:

1. Do you experience any of the following conditions that could interfere with your ability to quickly evacuate a building?
  - Limitations which interfere with walking or using stairs (joint pain, mobility device user - wheelchair, canes, crutches, walker)?
  - Reduced stamina, fatigue or tire easily (due to a variety of temporary or permanent conditions not limited to those on this list).
  - Respiratory (cardiac [heart] conditions, asthma, emphysema, or other symptoms triggered by stress, exertion, or exposure to small amounts of dust or smoke etc.).
  - Emotional, cognitive, thinking, or learning difficulties (may become confused when dealing with unfamiliar and unusual activity during an emergency, lose sense of direction, or may require that emergency directions be given in simple steps or basic concepts).
  - Vision loss (may require assistance in learning the emergency evacuation routes or assistance in moving down stairs).
  - Hearing loss (may require modification to the standard way emergency announcements/notifications instructions are provided).
  - Temporary limitations resulting from, but not limited to:
    - o Surgery,
    - o Accidents and injuries (sprains, broken bones),
    - o Pregnancy.
  - Do you rely on technology, or medication which may not work in an emergency (hearing aids, wheelchair, gas mask, elevator, lighting, sounds)?
2. Have Floor Wardens identify two “handicapped aides” for each person needing assistance. These aids should be trained on their responsibilities and have back up aides in place should they be unavailable.
3. Confidentiality
  - Building owners, managers, tenants and employers shall inform all regular occupants who have self-identified the need for assistance that the information provided will be kept confidential and shared only with those who have responsibilities under the Emergency Evacuation Plan.
  - Employers who maintain this information must keep it separate from the personnel files of employees.
  - Lists must be made available to emergency personnel, but otherwise held in the strictest of confidentiality.
4. List of occupants needing assistance shall be maintained in the SSEPP system (4Sight) and printed hard copies kept at the management office, fire life system. Again, this information remains confidential.

**\*\*IF YOU HAVE A MOBILITY IMPAIRED PERSON, PLEASE FILL OUT FORM 7-B AND RETURN IT TO THE MANAGEMENT’S OFFICE.\*\***

**7-A. EVENING STAR EVACUATION CHART**

**PLEASE POST THIS CHART**

DATE: \_\_\_\_\_ FLOOR: \_\_\_\_\_

TENANT NAME: \_\_\_\_\_ MAIN PHONE: \_\_\_\_\_

# OF PEOPLE ON YOUR FLOOR \_\_\_\_\_

# OF MOBILITY IMPAIRED EMPLOYEES  
REQUIRING ASSISTANCE IN AN  
EVACUATION (Note) \_\_\_\_\_

*\*Note: Disabled individuals include temporary disabilities as well as permanent. Therefore, the number of individuals with disabilities may change frequently.*

The following employees have been appointed to assist in the event of a building evacuation (Note: Appoint one Floor Leader for each 7,500 square feet of occupied space or part thereof. Appoint two searchers.

<i>FLOOR WARDEN</i>	_____	<i>TELEPHONE</i>	_____
<i>ALTER. FLOOR WARDEN</i>	_____	<i>TELEPHONE</i>	_____
<i>ASSISTANT FLOOR WARDEN</i>	_____	<i>TELEPHONE</i>	_____
<i>ALTER. ASST. FLOOR WARDEN</i>	_____	<i>TELEPHONE</i>	_____
<i>FLOOR LEADER</i>	_____	<i>TELEPHONE</i>	_____
<i>ALTER. FLOOR LEADER</i>	_____		_____
<i>SEARCHER</i>	_____	<i>TELEPHONE</i>	_____
<i>SEARCHER</i>	_____	<i>TELEPHONE</i>	_____
<i>STAIRWELL MONITOR</i>	_____	<i>TELEPHONE</i>	_____
<i>ELEVATOR MONITOR</i>	_____	<i>TELEPHONE</i>	_____

**REMINDERS:**

**KEEP A COPY OF THIS CHART IN YOUR FILE. KEEP YOUR CHART CURRENT. SUBMIT ALL UPDATED CHARTS TO THE MANAGEMENT OFFICE. POST THIS REFERENCE CHART SO THAT IT IS CLEARLY VISIBLE TO ALL EMPLOYEES ON YOUR FLOOR.**



## **7-C. FLOOR WARDEN DRILL REPORT**

Tenant Name: \_\_\_\_\_ Floor: \_\_\_\_\_

Floor Warden's Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ email \_\_\_\_\_

Was the fire alarm clearly heard? \_\_\_\_\_ Yes \_\_\_\_\_ No

If no, where was the problem (please be specific)?

On your way out, did you notice any strobes that were not functioning?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, where was the problem (please be specific)?

In your opinion, did the evacuation proceed in a smoothly and orderly manner?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If no, what problems did you encounter?

Do you have any suggestions or recommendations to improve the training or evacuation of the annual fire drill that is required by law?

**Please return to the Management Office. Thank you.**

## 7-D. BOMB THREAT RECORD

At \_\_\_\_ am/pm, a telephone call was received at telephone number \_\_\_\_\_ ext \_\_\_\_\_.

The following message was received (**exact wording**)

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1. **TRY TO GET THE CALLER TO REPEAT THE MESSAGE!** ("I'm sorry, would you say that again, please?")
2. **DO NOT INTERRUPT THE CALLER WHILE HE/SHE IS TALKING.**
3. **TRY TO KEEP THE CALLER TALKING!** (Use your imagination - try to act natural.)

Questions to ask the caller:

- What** does the bomb look like?
- When** is the bomb going to explode?
- Where** Did you place the bomb?
- What** kind of bomb is it?
- What** will cause it to explode?
- What** is your address?
- What** is your name?

4. **CALL DESCRIPTION:**

**Sex of Caller** \_\_\_\_\_ **Race** \_\_\_\_\_ **Age** \_\_\_\_\_ **Length of Call** \_\_\_\_\_

<b>CALLER'S VOICE</b>		<b>BACKGROUND NOISES</b>	
_____ Calm	_____ Nasal	_____ Street Noises	_____ Long Distance
_____ Angry	_____ Stutter	_____ PA System	_____ Phone
_____ Excited	_____ Lisp	_____ Music	_____ Booth
_____ Slow	_____ Raspy	_____ House Noises	_____ Other (Described)
_____ Rapid	_____ Deep	_____ Motor	
_____ Soft	_____ Ragged	_____ Office Machinery	
_____ Loud	_____ Cleared Throat	_____ Factory Machinery	
_____ Laughter	_____ Deep Breathing	_____ Animal Noises	
_____ Crying	_____ Crackling Voice	_____	
_____ Normal	_____ Accent	_____	
_____ Distinct	_____ Slurred	_____	
_____ Slurred	_____ Disguised	_____	

<b>THREAT LANGUAGE</b>		
_____ Well Spoken (educ)	_____ Irrational	_____ Other (describe)
_____ Incoherent	_____ Taped	
_____ Foul	_____ Message read by threat maker	

**7-E. MEDIA INQUIRY POLICY OCCUPANT SPECIFIC**

**Evening Star**

This form is to confirm that \_\_\_\_\_ (*Tenant Name*) occupying space at the Evening Star building does not have an occupant specific media policy at this time. If a media policy is incorporated, Jones Lang LaSalle will be notified of this policy change.

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

## 8. FIRE

All employees are to read and understand the following emergency procedures. Employees will then be required to sign and date a document confirming their receipt of the emergency procedures

### i. Emergency Personnel

The following people have volunteered to coordinate activities in the event of an emergency.

Table 1. Emergency Personnel.

*Tenant to fill in blanks*

<b>Role</b>	<b>Person</b>
Floor Warden	
Alternate Floor Warden	
Floor Leader	
Alternate Floor Leader	
Searcher	
Searcher	
Alternate Searchers	
Stairwell Monitor	
Elevator Monitor	
Mobility Impaired Aids(s)	
Emergency Contact (4sight)	

### ii. Exit Stairwells

Two exit stairwells servicing the 1<sup>st</sup> through the 13<sup>th</sup> floors: both located in the center of the building on opposite sides of the main elevator lobbies for full building coverage. Stairwell #1 exist to the Pennsylvania Avenue street level and Stairwell #2 exist to the main lobby or continues down into the parking garage level C1. During an emergency, employees should use the emergency exit closest to them.

### iii. Fire Extinguishers

Your first objective should always be notification, while your second objective should be evacuation. In the event you choose to attempt and extinguish the fire; the following summarizes the use of fire extinguishers on your floor.

There are \_\_\_\_\_ fire extinguishers located in the space. *Tenant to fill in blank*

There is a fire extinguisher located on the wall at each stairwell in the building. Please see your tenant space for an additional fire extinguishers located within your space which would be provided by your internal facility manager.

***To operate the fire extinguisher remember the word PASS***

P**L**L ... Pull the pin. Some extinguishers require releasing a latch or pressing a puncture level.

A**I**M .... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire

S**Q**UEEZE... Squeeze the handle. This releases the extinguishing agent.

S**W**EEP ... Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat the use of the extinguisher if necessary.

**iv. Fire Protocol**

In the event of a fire, the Floor Warden is in charge of your floor until the Building General Manager, Chief Engineer or the Fire Department arrives. Any employee encountering a fire should initiate the following emergency procedures

1. Close all doors and transoms leading to the fire.  
Activate the nearest manual pull station if the buildings alarm system has not yet been activated.
2. **Immediately call the 911**, and then inform the Management Office at 202-375-5105, and report the fires exact location and what is burning.
3. Alert the Floor Warden.
4. Initiate fire-fighting operations. Employees may choose to attempt to extinguish small (areas of less than 10 square feet) fires unless doing so would expose them to personal danger and/or cause delay in calling the Management Office, or in evacuating the area. If machinery is on fire, shut off the power to it.
5. Use available fire extinguishers. Use Building "ABC" fire extinguishers for paper, wood, cloth, plastic, rubber, grease, oil, or electrical fires.
6. Wait for further instructions from the Floor Warden, Management Office or Fire Department.

When the Building's General Manager or Chief Engineer arrives on the fire floor, he/she is in charge, and all employees will take any orders issued. Employees should assist those efforts at the direction of the General Manager or Chief Engineer. Should evacuation of the floor become necessary, the General Manager or Chief Engineer will give the order to evacuate.

Floor Wardens, Alternate Floor Wardens, and Searchers will perform the following tasks during a fire emergency.

1. An Elevator Monitor or Searcher should wait by the service elevator to direct the Building's Assistant Property Manager or Engineer to the fire scene
2. The Floor Warden should coordinate his/her activities with those of the Floor Leader, Alternate Floor Wardens and Searchers on the fire floor.

3. If evacuation becomes necessary prior to the arrival of the Building's General Manager, the Floor Wardens will give the order to evacuate in accordance with the procedures outlined in the next section. The Floor Wardens should notify the Management Office of this action. Building Management will immediately proceed to the scene with further instructions.
4. The Floor Warden and an Alternate should walk around the space, alerting all employees to the evacuation order, and ensuring that everyone leaves as quickly and calmly as possible. Employees should take their jackets, wallets, purses and car keys with them when evacuating as access may not be possible later.
5. Searchers should investigate each room of the office to make sure that all personnel have evacuated. Make sure to check all rest rooms and offices. Take note of any inaccessible rooms in case the Fire Department needs to search the space for trapped personnel.
6. One Searcher should account for all personnel normally in the space. If someone is not accounted for, notify the Floor Warden and Fire Department immediately.

**v. Evacuation Procedures**

In the event of a fire, all employees should listen carefully to the Floor Warden as well as the instructions provided by the buildings fire annunciation system.

The following evacuation procedures should be observed.

1. If possible, grab jackets, purses, wallets, valuables, etc. as soon as the order to evacuate is given. You will not be allowed back into the space until the Fire Department or Building Management say it is safe to re-enter.
2. Before opening any door to the corridor, check the door and doorknob for heat using the back of your hand. If it is warm, stay in your office and stuff a towel or garment around the door seams using wet towels or duct tape. **BE SURE TO KEEP ANY DOOR RELEASING SMOKE OR HEAT CLOSED.** Find another exit to the corridor.
3. If both your door and doorknob are cold, leave your office:
  - a. Check for smoke in the corridor.
  - b. When smoke is present, stay low by crawling since clean air is closest to the floor.
  - c. Everyone should proceed quickly, but calmly to the nearest stairwell. **WALK**, don't run. All the stairwells are constructed with fire-resistant materials to provide safe evacuation for building occupants.
  - d. **STAY CALM**. Panic is the most harmful and most difficult element to control in an emergency. Avoiding panic is accomplished through the following steps
    - 1) Knowledge of procedures which must be followed.
    - 2) Confidence in the responsible personnel's ability and guidance.
    - 3) Calmness and self-confidence of responsible personnel.
  - e. **DO NOT USE THE ELEVATORS**. In the event of a fire, elevators may not function properly and automatically recalls to a safe floor.
  - f. Check stairwells for smoke.

- g. If the corridor and/or stairwells are smoke filled, **RETURN TO YOUR OFFICE or your offices designated safe room.**
  - h. Once you are in the stairwell, should you encounter smoke on your descent, get out of the stairwell into any clear corridor and proceed to an alternate stairwell.
  - i. Evacuate to the exact area designated by your Floor Warden.
  - j. If your designated evacuation area is outside of the Building, move to your (Refuse Area) located away from the building to ensure you do not inhibit fire-fighting activities. The stairwells exit the Building on the lobby level.
  - k. Should smoke prevent your descent in a stairwell, evacuation should be attempted through an alternate stairwell. (Know the location of all stairwells on your floor).
4. A Floor Leader (*and an Alternate*) and Searcher(s) will walk the suite to assist employees and make sure everyone is aware of the evacuation order.
  5. The last person leaving any enclosed office area should close the office door, without locking it. This will help to confine any fire until the arrival of the Fire Department.
  6. Form a single-file line at the stairwell exit door and proceed calmly and carefully up or down the staircase to the designated area in the evacuation instructions. No one, however, should open any door without first checking to see if it is hot. If the door is hot, there is undoubtedly a fire on the other side. Proceed to another floor.
  9. Conversation should be kept to a minimum. Everyone should stay in a single-file line on the right side of the staircase.
  10. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Fire Department officials or Building Management.
  11. During evacuation, the Handicapped Aide should assist handicapped persons with evacuation if possible. If evacuation is not possible, the Aide should assist the handicapped person into the closet fire-protected stairwell. The Aide should proceed out of the building and report the location of the handicapped individual to the Fire Department and/or Building Management. The Fire Department will meet them in this area and assist their evacuation to the designated area.
10. Upon arrival at the area designated by the Floor Warden or General Manager or Chief Engineer, everyone should remain in the prearranged area. No one should wander about the area or leave the area unless directed to do so by the Fire Department or Building Management.
  11. The Searchers or Floor Leader should proceed to take a head count to determine if everyone is accounted for. If someone is missing, this information should be relayed to the building personnel at the rendezvous area.

**If evacuation of an area is not possible because all escape routes are blocked by fire or thick smoke the following procedures should be observed.**

1. Move as far away from the fire as possible. Close all doors and transoms as you go. Every closed door between you and the fire provides a barrier against smoke.

2. If a phone is accessible, **call 911**, and then Fire Department (911) or Local Firehouse (202-673-3360). If you are unable to reach the Fire Department, then call the Management Office (202-375-5105) with your precise location.
3. Stuff clothing or other material around ventilation ducts and cracks in the doors to prevent smoke-filled air from penetrating the area.
4. **DO NOT BREAK THE WINDOW GLASS.** Under certain conditions, an open window may act as a chimney and draw smoke into the area. If the glass has been broken, there will be no way to stop the smoke from entering the room.

**vi. Fire Prevention Tips**

1. Make sure appliances such as coffee makers are turned off at night.
2. If electrical equipment or a fluorescent light is not working properly, or if it gives off an unusual odor, disconnect the equipment or turn off the light switch and call the Management Office at 202-375-5105.
3. Protect extension cords from damage by not pulling them across doorways or any place where they will be stepped on. Do not plug more than one extension cord into another and do not plug more than one extension cord into one outlet. Be sure to check amperage load of the cord as specified by the manufacturer and do not exceed it.
4. Leave plenty of space for air to circulate around copy machines, word processors, microwave ovens, and other equipment that normally give off heat.
5. Make sure the power is shut off on all office equipment such as copiers, typewriters, calculators, computers, etc. at the close of the business day.
6. Service elevator vestibules on all floors should be kept clear at all times to provide access for emergency equipment. Tenant belongings and deliveries should not be stored in service elevator vestibules.
7. Know the location on your floor of the local fire alarm manual pull stations, fire exits and fire extinguishers.
8. Become acquainted with the location of the nearest fire stairs by referring to the floor plan provided to you.
9. Plan alternate means of escape should either stairwell be blocked.
10. Check procedures with the Fire Warden for evacuating handicapped personnel.
11. Keep several flashlights with fresh batteries in an easily accessible location for emergency use.
12. Do not open doors that feel hot.
13. Do not prop fire stair doors open or permit doors to remain open. This permits the fire and smoke to spread more easily.

14. Close all doors behind you.
15. Do not fight a fire by yourself.
16. Do not panic - remain calm - wait for help, if necessary.
17. Evacuate according to evacuation procedures, which include following instructions from Fire Wardens, Building Management and the Fire Department.
18. Refrain from smoking.
19. Walk quickly when directed, but do not run.
20. **Do not use the elevators** for emergency evacuation. **USE STAIRS** unless directed otherwise.
21. If you are exposed to heat or smoke, stay low near the floor.
22. Do not go back for your personal property or for other reasons.
23. Do not return to the building until you are instructed to do so by a member of the Property Team.

**vii. Types of Fires**

CLASS A- Fires in such ordinary combustibles as paper, wood, cloth, rubber, textiles, and many plastics.

CLASS B - Fires in flammable liquids such as grease, oil, paint and gasoline.

CLASS C - Fires involving energized electrical equipment where there is a risk of shock. (When electrical equipment is de-energized, Class A fire extinguishers may be used safely).

CLASS D - Fires in combustible metals, such as magnesium, titanium, zirconium, etc.

Multi-purpose "ABC" extinguishers can be purchased to handle all classes of office fires. These chemical-based extinguishers can cause damage to electronic equipment. However, water extinguishers must not be used if an electrical current is present because of the danger of electrical shock. A fire in electrical equipment rooms will almost always require the use of an "ABC" rated fire extinguisher: "A" because there is likely to be paper nearby, "B" because there may be oil or grease involved, and "C" because it is electrical equipment.

## **9. BOMB THREAT**

### **General Information**

The most common threats are made by direct telephone calls to the Police Department. However, some threatening calls are made to third parties such as television studios and newspaper offices.

There are two reasons for a caller to report that a bomb is to go off at a particular location:

1. The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize personal injury. The caller may be the person who planted the device, or just someone who is aware of such information.
2. The caller wants to create an atmosphere that spreads panic and disrupts normal business activity. This could be the ultimate goal of the caller.

### **Suspicious Items**

1. Letters that are unusually bulky or weighty.
2. Parcels or envelopes with chemical or oily stains.
3. Parcels or envelopes without a return address.
4. Parcels or envelopes with foreign postmarks.
5. Parcels or envelopes that simply do not look or feel ordinary.

### ***DO NOT***

1. **DO NOT** handle the item.
2. **DO NOT** attempt to open the parcel.
3. **DO NOT** place parcel in water.
4. **DO NOT** remove any binding material.
5. **DO NOT** pull or cut any material that protrudes.

### **Bomb Threat Received by an Occupant**

Should an Occupant receive a bomb threat, the following guidelines should be used:

1. Refer to the call record, **FORM 7-D**. Try to obtain as much information as possible. Be prepared to relate this information to the police when they arrive.
2. Immediately call the Management Office at 202-375-5105. The Management Office will call the police. If possible, have a second employee call the Management Office while the bomb threat caller is on the phone.
3. The Management Office will give a recommendation to evacuate if necessary. Again, the actual order to evacuate must be given by the Floor Warden.
3. Be alert for any unfamiliar people and/or objects to point out to the police or Building staff upon their arrival. **DO NOT** touch or handle any suspected object.
4. The Floor Wardens and Building staff will make a complete search of the suspected areas. It will be the responsibility of the Floor Wardens to identify any suspicious items or packages, which do not belong in the space. If a suspicious item is identified, the police will then investigate the object.

### **Bomb Threat Received by the Management Office**

In the event that the Management Office receives a bomb threat, the following guidelines will be observed:

1. The Police Department will be notified immediately.
2. The Floor Warden in the affected area will be informed of the situation. The Floor Warden will give the order to evacuate if necessary.
3. Occupants should be alert for any unfamiliar people or objects to point out to the police or building staff upon their arrival. **DO NOT** touch or handle any suspected objects.
4. The Floor Warden, accompanied by the police and Building staff, will make a complete search of the suspected areas. It will be the responsibility of the Floor Warden to identify any suspicious items or packages, which does not belong in the space.
5. If the bomb threat is received against the Building, and not a specific floor, all public areas will be searched beginning with the most accessible floor.

### **Occupant Evacuation**

The Management Office will make a recommendation whether an Occupant space should be evacuated. If your Floor Warden gives the order to evacuate, all of the following steps should be followed:

1. The Floor Warden will make sure all employees are notified.
2. Everyone should proceed quickly, but calmly, to the nearest stairway exit. **WALK**, don't run.
3. The Floor Warden or Alternate should walk the suite to assist employees and make sure everyone is aware of the evacuation order.
4. Evacuation, depending upon the size and type of explosive device, is normally one floor below and two floors above the bomb. Once the evacuation has begun, no one should attempt to re-enter the evacuated area until it has been declared safe by the Management Office or the Police Department.
5. Upon arrival at the lobby, everyone should remain in the area. No one should wander about or leave unless directed to do so by the Police or Management Office.
6. The Searcher or Alternate should proceed to take a head count to determine if anyone is missing from their office. If someone is missing, this information should be relayed to the Management Office personnel.

## **10. POWER FAILURE**

If power fails in your area, follow the instructions below

1. Notify the Management Office at 202-375-5105. The power failure may be localized to your floor, so do not assume the building already knows of the failure.
2. If your phone system is not operating due to the power outage, try to use a cellular phone to call the office.
3. Do not try to take the stairs or the elevator to get to the Management Office.
4. Open draperies and raise blinds to let in outside light. If there is adequate lighting from windows, continue performing assignments as well as possible.
5. If you are instructed to evacuate, lock all areas.
6. Do not congregate in lobby areas or in the street.
7. If you are trapped in an elevator during a power failure, wait for assistance. Your elevators will cease operation, but will **NOT** fall. Do not force the doors open; **stay calm.**
8. The Management Office will attempt to advise you regarding the length and cause of the power failure as soon as possible.

### **Evacuation Procedures**

1. The Floor Warden will make sure all employees are notified
2. Everyone should proceed calmly, to the nearest stairway exit. **WALK**, don't run.
3. The stairwells and evacuation routes are equipped with emergency lighting. If possible, bring a flashlight along to help light the path. Do not burn candles; they are a fire hazard.
4. The Floor Warden or Alternate should walk the suite to assist employees and make sure everyone is aware of the evacuation order.

## **11. SEVERE WEATHER**

While there are many types of severe weather categories (high winds, hurricanes, typhoons, etc) here is an example of two types of weather conditions which may occur and for which extraordinary precautions should be taken

- Severe thunderstorm activity
- Tornado
- Severe thunderstorm activity

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity.

No occupant will ever be required to remain in the space if they feel their safety is threatened. However, during severe thunderstorms the building is a much safer place than the streets. Never assume that you can beat a storm home. We recommend waiting the storm out in the building and proceeding home after the storm has subsided.

### **Tornado Warning**

By definition, a tornado warning is an alert by the National Weather Service confirming a tornado sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater. Public warning will come over the radio or TV. Should a severe storm or tornado occur, the following safety guidelines are recommended:

1. Move away from the exterior of the Building to a corridor or elevator lobby.
2. As you move, try to close the doors of rooms, which have windows. Also, be sure the door to your suite is closed tightly, but not locked.
3. Go to the center corridor and protect yourself by either putting your head closely to your lap or by kneeling to protect your head.
4. Stairwells are safe. If crowded, move down to a lower level for shelter. **DO NOT USE THE ELEVATORS.**
5. **DO NOT** go to the first floor lobby or outside the Building.
6. Keep your radio or television set tuned to a local station for information.
7. Do not use the telephone to get information or advice (if there is lightening, there is a risk of injury, etc.)
8. **STAY CALM.** If you are trapped in an outside office, seek protection under a desk.

### **Tropical Storm Warning**

A tropical storm warning is an alert by the National Weather Service indicating that a severe tropical storm is likely to move into and through an area. Wind gusts may reach 100 mph. Flash flooding is also likely to occur. Please follow instructions as indicated within the tornado warning guidelines.

### **Hurricane Warning**

A hurricane warning is an alert by the National Weather Service indicating that a hurricane force storm is likely to move into and through an area. Hurricanes will generally carry winds from 80 to 140 miles per hour. Inland the severity of wind damage is generally reduced, but can still be substantial. Flash flooding is also likely to occur.

Please follow all instructions as indicated within the tornado warning guidelines.

If a general evacuation has been announced by the local authorities, the buildings will be closed down for business.

## **12. EARTHQUAKES**

Earthquakes are one of the nation's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptibly for a relatively short time. Earthquakes generally last for a few seconds but great earthquakes can last up to a minute.

### **Procedures to following during the earthquake:**

1. Try to remain calm and reassure others.
2. If you are indoors, move immediately to a safe place. Get under a desk, table, or workbench if possible. Stand in an interior doorway or in the corner of a room. Watch out for falling debris or tall furniture. Stay away from windows and heavy objects (such as refrigerators and machinery) that may topple or slide across the floor.
3. Do not dash for exits since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
4. Do not be surprised if the electricity goes out, or if elevator, fire and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls and falling objects.
5. If you are outdoors, try to get into an open area away from buildings and power lines.
6. Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (*This phenomenon is merely the arrival of different seismic waves from the same earthquake*). Also, aftershocks may occur -- these are separate quakes, which follow the main shock. Aftershocks may occur several minutes, several hours, or even several days afterwards. Sometimes aftershocks will cause damage or collapse of structures that were already weakened by the main earthquake.

### **Procedures to follow after the earthquake**

When the shaking stops, there may be considerable damage, and people may be injured. It is especially important that everyone remain calm and begin the task of taking care of one another. The first concern is for those who are hurt, and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun. Here are some safety guidelines to follow

1. Remain calm and take time to assess your situation.
2. Seek medical help for those who need it. Cover injured persons with blankets to keep them warm.
3. Check for fires and fire hazards. Put out fires immediately if you can.
4. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.

5. Shut off water mains if breakage has occurred. In due time, report utility damage to the utility companies and follow their instructions.
6. Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
7. Do not touch power lines, electric wiring, or objects in contact with them.
8. Do not use the telephone except to call for help or to report serious emergencies (medical, fire, or criminal), or to perform some essential service. Jammed telephone lines interfere with emergency services and it is thoughtless to use the phone for personal reasons or to satisfy curiosity. (When the emergency is clearly over, contact relatives and friends so they will know you are safe and where you are.)
9. Be certain that sewer lines are not broken before resuming regular use of toilets.
10. Clean up and warn others of any spilled materials that are dangerous, such as chemicals, gasoline, etc.
11. Listen to the radio for information about the earthquake and disaster procedures.
12. Be prepared to experience aftershocks. They often do additional damage to buildings weakened by the main shock.
13. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules that can eliminate all earthquake danger. However, damage and injury can be reduced by following the above precautions.

## **13. FLOODS**

During potential floods, the Management Office will monitor hazards. The office will attempt to notify you in as timely a manner as possible.

### **If a flood is eminent or predicted:**

1. If time allows, remove as much equipment as possible from your floor and place it on your desktop or a high shelf. Unplug any electrical equipment as well.
2. If a flood is predicted, you will be instructed by the Floor Warden to evacuate the building. Do not use the elevators. Proceed as quickly as possible to your car.
3. You will not be required to evacuate during a flood. If you feel you will be safer inside the building, you may remain, however, you must proceed to the designated floor.

### **Once the flood begins:**

Once water begins filling up the streets and buildings, employees will be strongly urged to stay in the building (of course no one will force you to stay). If you choose to stay, follow the instructions below.

1. If time allows, remove as much equipment as possible from your floor and place it on your desktop or a high shelf. Unplug any electrical equipment as well.
2. Proceed to the designated floor (there is open space there). Close all doors but do not lock them. Do not use the elevators.
3. Wait out the flood. Do not use any electrical equipment. Do not light fires or burn anything. Do not use the telephone unless it is an emergency.
4. If you are trapped on a floor with water entering, place a piece of clothing or other signal outside a window, alerting authorities of your situation.
5. Avoid stepping in the water. Downed power lines in nearby water could cause serious injury or death.

### **After the water recedes**

1. Once the water has receded, you may proceed out of the building. Do not use the elevators, they may have been damaged during the flood.
2. Take notice of downed power lines and other dangers that may have been caused by the flood.
3. If the engine of your car was flooded, the car may not start.

### **Safety tips**

If you choose to leave the building and drive, here are a few tips that may be helpful during a flood.

1. Never drive into a pond of water. Most cars will not make it through a pond of water that is higher than half the height of the wheels.
2. Should your car get stuck in water, leave the car and head for higher ground.
3. Be very careful of downed power lines. The water you are about to step into could shock you.
4. Stay as far away from the river as possible. Never drive toward a large body of water during a flood emergency.

## **14. CHEMICAL ACCIDENT**

Chemical accidents would include tank truck accidents involving large quantities of toxic gases. Should such an accident occur, the following actions should be taken:

- Report suspicious odors to the Building Management Office.
- Remain in place unless the spill is from within the office space. Leaving the premises into a more concentrated hazardous environment could result in a more concentrated exposure.
- Telephone the Washington DC Fire Department and the Building Management Office giving full particulars.
- If evacuation becomes necessary follow the attached Evacuation Procedures.
- While evacuating move crosswind typically north or south, never up or down wind, avoid fumes.
- Render first aid if it becomes necessary.

### **i. SHELTER-IN-PLACE**

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet. (For information on supplies needed to shelter-in-place, please refer to [Section 4](#), under emergency resources.)

#### **Why You Might Need to Shelter-in-Place:**

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect yourself whether at home or work. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow instructions of local authorities and know what to do if they advise you to shelter-in-place.

#### **At Work:**

- Close the business.
- If there are customers, clients, or visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems that operate and can be controlled within your space. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.

- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
- It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Bring everyone into the room(s). Shut and lock the door(s).
- Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, customer.)
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Local officials on the scene are the best source of information for your particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and clean up methods is your safest choice.

Remember that instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

## **15. CIVIL DISTURBANCE**

Since a Civil Disturbance is beyond our capabilities of the building's staff, we must rely upon the Washington DC County Police Department for assistance. Our best efforts are made in the isolation of the building from public access and maintaining a transparent, non-provocation. The slightest incident can bring an overwhelming response.

Information concerning demonstrators inside or outside of the building should be reported to the Building Management Office. The Police Department will be notified if the situation warrants.

- Employees should avoid the scene of a disturbance and any contact with the demonstrators to preclude the possibility of incidents or injury. Employees within the building should stay from windows and draw the curtains and blinds.
- All disturbances and any related information will be monitored by the Building Management Office with the possibility that certain building services will be limited in order to ensure the security and safety of the occupants and property.
- Employees should continue working, and be ready to follow instructions of authorized company representatives.
- Tenants may be required to physically verify their guests.
- Communications with employees and floor evacuation personnel will be communicated via, telephone, email and by the management personnel walking through floor by floor notifying each tenant.
- Floor Wardens and Floor Leaders should be prepared to assist in evacuation of a floor or of the building if such is found necessary.
- Do not get in an argument. Leave affected area.
- If transportation access becomes restricted, consider keeping your employees at home or having them work from another office or from their residence.

## **16. EXPLOSION**

Since the source of explosion may not be apparent, its cause could be from a gas leak or an explosive material set to purposefully cause destruction. Until a source has been determined, it is wise to be watchful of any suspicious persons that could inflict further harm on the structure or personnel. The response appropriate for such an event is proportional to the damage inflicted.

- Fall to the floor and take immediate shelter under tables, desks or other such objects that will offer protection against flying glass or debris. Protect face and head with arms.
- Provide first aid to stop bleeding or provide assistance.
- Operate the nearest fire alarm pull box and telephone the Fire Department and the building Management Office.
- Stay in place until a safe egress has been determined.
- Perform an orderly evacuation when directed to do so.
- Do not return to the building until Building Management or the Fire Department has given the all-clear signal.

## **17. MEDICAL EMERGENCY**

1. Call the Fire Department at 911. Be prepared to provide the following information:
  - a. The address of the Building  
**1101 Pennsylvania Avenue, NW, Washington DC  
The Evening Star Building.**

**(PLEASE NOTE THAT THE AMBULANCE DRIVER SHOULD BE INSTRUCTED TO USE THE FRONT DOOR).**

  - b. The floor and suite number
2. Call the Management Office at 202-375-5105.
3. Notify the Floor Warden. The Floor Warden should take charge of the emergency until the ambulance arrives (unless another doctor or medical professional is on site).
4. Attempt to comfort the injured party. Do not crowd around the person, give them space.

### **Ambulance Services**

The Fire Department Ambulance Service (dial 911) will automatically take the patient to the nearest medical facility, which is George Washington Hospital or Howard University Hospital. If another hospital is desired in non-emergency situations, consult the yellow pages in advance for alternate ambulance services. Have the name and number of the alternative service handy.

### **Hospitals**

GEORGE WASHINGTON HOSPITAL.....202-715-4911  
901 23rd Street NW, Washington DC 20037

HOWARD UNIVERSITY HOSPITAL.....202-865-6100  
2041 Georgia Ave. NW, Washington DC

GEORGETOWN UNIVERSITY HOSPITAL.....202-444-2000  
3800 Reservoir Rd. NW, Washington, DC 20007

## **18. CRIMES IN PROGRESS**

Unfortunately, this has become a growing concern at American places of business. Jones Lang LaSalle's recommendations are based on the OSHA suggested Workplace Violence Prevention Program, which are on the following pages. (Find the complete OSHA emergency plan in [Section 5](#), under emergency resources.)

Remember during any crime, people's safety comes first. If you see a crime taking place, follow these guidelines.

1. Never put yourself in potential danger.
2. Report the crime to the Management Office, a police officer, whichever is quicker. Try and be specific when describing the crime: what happened, where did it happen, who did it, when did it happen.
3. Make sure and get a good look at the suspect. Try to remember height, weight, age, sex, race and any distinguishing features.
4. Do not try and apprehend the suspect. The person may be carrying a weapon.
5. Do not follow the suspect outside the building.
6. If someone was injured during the crime, call 911 and request an ambulance.
7. Then call the Management Office at 202-375-5105.

## **19. MEDIA POLICIES SUMMARY**

**Jones Lang LaSalle** - When a crisis situation occurs that is likely to draw media and public attention to the Evening Star building, all individuals must be prepared to provide honest, accurate and appropriate information to the media in a timely manner.

To maintain the reputation of the firm, our clients, tenants, employees and other properties in the face of a crisis or potential negative media report, our policy is that the Management Office will contact the Jones Lang LaSalle Public Relations department and they will become involved immediately. A Corporate Crisis Communication Team has been formed as a central resource for counsel and assistance in responding to various audiences in times of crisis. The Team includes legal counsel, risk counsel, media counsel and other senior management expertise as appropriate.

It is the policy of Jones Lang LaSalle that requests from the media for information on transactions, comments on trends, interviews for newspaper articles, speeches and public appearances must be cleared in advance with Corporate Public Relations. This includes all written and oral communication and the release of photographs to the media. The only exception to this policy is Division Presidents, Regional Managers and General Manager who may respond to inquiries about property-related matters – as long as it is deemed in the best interests of the property owner and tenants.

Although a specific media policy has not been devised for our tenants at the Evening Star building to follow, it is recommended that you develop an occupant specific media inquiry policy in order to appropriately respond to the media in the event of a crisis situation. Should you develop a media policy that you would like our office to retain, please submit it to the Management Office at your earliest convenience.

Jones Lang LaSalle does request, however, that you do not give out building specific information or information regarding other tenants to the media. Should you have any questions or comments with regards to this policy, please contact the Management Office.

\*\*Also see **FORM 7-E** regarding Jones Lang LaSalle media policies\*\*