

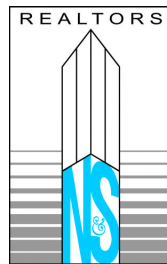
Emergency Procedures

H A N D B O O K

for

MULTI-TENANT BUILDINGS

Prepared by:



**Norris &
Stevens,
Inc.**

COMMERCIAL
PROPERTY MANAGEMENT

Compiled From

The Oregon Administrative Rules
and
The Fire Marshal's Office Fire Prevention Division

Information and suggestions contained herein should be verified to the reader's satisfaction.

Emergency Numbers:

Service	Phone #	Emergency #	Name of Provider
FIRE		911	
POLICE		911	
AMBULANCE		911	
POWER			
WATER			
GAS			
TELEPHONE			
ALARM			
JANITORIAL			
SECURITY			
PROPERTY	(503) 223-3171	N/A	Norris & Stevens, Inc.

1 - Suggested Tenant Program

2 - Emergency Prep/Building Evac

3 - Emergency Procedures

Table of Contents

1.	SUGGESTED PROGRAM FOR TENANTS	1
2.	EMERGENCY COORDINATOR PREPARATION & DUTIES FOR BUILDING EVACUATION	2
	List of Emergency Telephone Numbers	
	After The Emergency	3
3.	EMERGENCY SITUATIONS & PROCEDURES	4
	Fire	4
	Bomb Threat	5
	Earthquake	6
	Medical Emergencies	7
	Power Failure	8
	Stuck Elevator	9
	Aircraft Crash	10
	Civil Defense Emergencies	11

1 - Suggested Tenant Program

2 - Emergency Prep/Building Evac

3 - Emergency Procedures

SUGGESTED PROGRAM FOR TENANTS

Responsibility

Each tenant of the building should assign a responsible person as their Emergency Coordinator (fire/safety director) to oversee and direct the emergency operation plan for their employees.

The Emergency Coordinator should be responsible for fire and hazard (emergency) control and maintaining unobstructed exiting routes within their leased space. They are also on the alert for chemical contamination within their leased space.

The Emergency Coordinator should establish a plan, containing an ongoing emergency training program which outlines the frequency of the instructions and describes areas to cover.

The Tenant should distribute the Emergency Procedure Plans to their employees, and require that they read it, ensuring copies are always kept at the reception desk as well as with the office manager.

The Portland Fire Bureau stands ready to assist tenants in this training, and you may call the Fire Prevention Division for information at **(503) 823-3700**. For those outside the Portland city limits, we have provided additional contact numbers. If your city or area is not listed, check your local phone book for the correct listing.

EMERGENCY COORDINATOR PREPARATION & DUTIES FOR BUILDING EVACUATION

Emergency Coordinators should be selected by the management of each tenant.

Emergency Coordinators for each floor should meet to plan and coordinate their actions.

Planning and coordination should include:

- Learn all evacuation routes for their area.
- Learn where all fire extinguishers are for their area.
- Have fluorescent armbands and light sticks available.
- Obtain a list of the prearranged meeting places from supervisors.
- Make sure any physically disabled employee in their area is assigned two "buddies" to help them if an evacuation is necessary.
- Check with supervisors to see that employee training has been completed.
- Make sure that someone has been assigned to secure the area. This will include securing any valuables, and turning off any dangerous equipment before leaving area.
- If a fire is reported, call the fire department first, exit the premises, then call Building services.
- Assume any alarm is real and begin evacuation procedures.

When an emergency requiring evacuation occurs, your assigned Emergency Coordinator or their second, should take charge of the situation, ensuring an orderly exiting of your leased premises via the safest exit system (stair, fire escape) **DO NOT USE THE ELEVATORS**. Employees should be advised prior to an emergency that the Emergency Coordinator is in charge, and they are to follow his/her directions. The Emergency Coordinator must conduct an inspection of the entire leased space (remembering restrooms) if no immediate physical danger is present. This should include:

1. That all persons have left and the handicapped have been aided.
2. If possible, all HVAC systems are off.
3. All doors are closed (not locked).

Upon reaching your assigned gathering place, a roll call should be conducted and the results delivered the local authorities at the site. **Under no circumstances**, allow anyone to re-enter the building until approved so by competent authorities.

After The Emergency

After the emergency is over, wait until the competent authority advises you that you may re-enter the building. In the event of a fire or structural damage, that could be several hours to several days, depending on the severity of the damage. Security patrols will be established and maintained until all tenants have retrieved their valuables.

The recovery shall normally observe the following sequence:

1. Emergency situation has been resolved.
2. Security Patrols initiated.
3. If they will not interfere with the crews, Tenants may return only to non-affected portions of the property when alarm system is reset and the proper authorities deem it is safe.
4. Insurance company inspectors investigate.
5. Securing of property, temporary roof, window covering, etc. accomplished.
6. Emergency debris crew starts.
7. Adjacent affected area clean up commences.
8. Tenants in adjacent cleaned up areas return.
9. Property management firm finding temporary space for heavily damaged tenants to set up and continue business, if possible.

EMERGENCY SITUATIONS & PROCEDURES

FIRE

If a fire is discovered, the individual should attempt to extinguish it *only if the appropriate means are available, and the fire is small enough to handle*. Otherwise, if it appears beyond control; the alarm must be activated and the authorities should be notified immediately.

Upon dialing **9-1-1** you must be able to convey the fire's:

Location
Type
Status

If there is any possibility of danger, do not take any risks. Follow these safety procedures:

- **Do Not Panic.**
- **If your floor is involved in a fire**, proceed to the nearest exit using the shortest route. **DO NOT USE THE ELEVATORS**. If the stair well is clear of smoke or fire, proceed to the street level. If you do encounter smoke or fire in the stair well, remain on your floor and wait instructions from the Fire Department.
- **If smoke is present in your leased space**, drop down to the floor and crawl to the nearest exit. If possible, wrap a wet towel, shirt, blanket, etc. around your face as you proceed to the exit.
- **Doors** should be examined for signs of fire on the other side; i.e., look for smoke under or around the door casing; blistering paint; the surface of the door is warm/hot to the touch. **If you must open the door**, stand to one side protected by a wall and reach around and open the door. Proceed only if signs of fire or smoke are not present.

BOMB THREAT

When a telephone call is received, be calm and determine the following:

The person's age and sex
Time of the Call
Exact words used) Write them down if possible.

Ask the Caller: What time the bomb will explode; where the bomb is now, what kind it is, what does it look like, and why did they place the bomb?

Report this information immediately to the Police by calling 911. Then call Norris & Stevens, Inc. at (503) 223-3171 as time allows. It might be prudent to call Norris & Stevens, Inc. from a phone not located on your premises.

Bomb scares should always be treated as though the bomb has actually been placed. If the alleged location of the bomb is known, the building should be evacuated. During the evacuation, the Emergency Coordinators should be alert for any suspicious articles or persons on the floors.

UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO
REMOVE THE SUSPICIOUS ARTICLE YOURSELF.

When the police arrive, the Emergency Coordinators should consider assisting them in their search since the officers will be unfamiliar with the objects normally located on the floor.

Explosives can be concealed in paper sacks, small packages, shopping bags, cans, attache cases, etc. Any searchers should be alert for such containers left in any location — especially an usual one. Usually explosives used in bombings are commercial dynamite and/or black powder. The dynamite is generally in cylinders about one inch in diameter and eight (8") inches long, covered with water-resistant paper. Black powder is generally encased in a section of pipe. Any explosive or suspicious items must be considered extremely dangerous and left untouched, pending the arrival of the Bomb Squad.

EARTHQUAKE

When an earthquake occurs, STAY CALM. Don't run or panic. **REMAIN WHERE YOU ARE.**

If you are indoors, stay indoors. Take shelter under your desk, a table, or a structural interior door opening. Stay away from windows, outside doors, book shelves, etc. as these are dangerous areas.

If you are outdoors, stay outdoors. Do not attempt to enter or leave buildings until you are advised it is safe to do so. Stay away from overhead electrical wire, poles, or anything that might shake loose and fall.

Remain in your sheltered area until advised otherwise. After the initial earthquake shock, be prepared for additional *aftershocks*. Generally, these are smaller in intensity than the main quake; however, they may cause great damage due to the weakened condition of structures from the main quake.

After the earthquake, remember these instructions:

- Use extreme caution in entering buildings or work areas.
- Don't use lanterns, torches, or lighted cigarettes until you are advised there are no gas leaks.
- Stay away from fallen or damaged electric wires, open windows, etc.
- If there is a fire or power outage, see the "Fire" and "Power Failure" sections of this manual.
- Check to be sure there no one is stuck in the elevators.
- Check main water and steam valves for breaks. If the sprinkler valves are set off, call the Fire Department at 911.
- Do not repeat rumors or exaggerated damage reports.
- Don't drive unless absolutely necessary. If necessary, drive with caution. Watch for hazards and report them to the proper authorities.

Remember To Be Prepared. Keep water in light-free bottles, flashlight and portable radio with working batteries. Dried foods, blankets, and first aid kit.

MEDICAL EMERGENCIES

In the event of a Medical Emergency) call 911) stating you need medical assistance immediately.

When speaking with 911) be prepared to present the following information:

- Property Name
- Street Address
- Street Intersection
- Suite Number & Floor Number
- Type of problem or injury
- Individual's present condition
- Sequence of events leading to emergency
- If known, medical history or doctor of victim.

Send someone to the building lobby to wait for the paramedics and ambulance. Have that person guide the medical assistance team to the injured party.

Have someone call Norris & Stevens, Inc. at (503) 223-3171 and give the following information;
Building Name, Office Number and Floor, Type of Problem or injury, after 911 has been called and advise as such.

Remember help is on the way. Whoever makes the call should have seen the injured person and have as much information as possible. Stay on the phone with the dispatcher, answering as many questions as you can so that the dispatcher can relay this information to the responding medical team.

POWER FAILURE

If a power failure should occur, and there is no other emergency such as fire or an explosion which might have caused the failure, remain in your office, call the power company, then Norris & Stevens, Inc., at (503) 223-3171. Proceed with caution.

If another emergency is evident, such as a fire, follow the appropriate instructions in this Emergency Handbook.

If the floor you're on is involved in a fire, and there is danger to yourself or others, avoid panic, and evacuate the building.

If the floor you're on is not on fire, the safest procedures to follow are:

Evacuate the building - use the stairs. In a power failure, the elevators will not operate. The building's emergency lighting should be working. In the event it's not, your Emergency Coordinator should have a flashlight handy.

Remember) Keep emergency supplies in an easily accessible area, i.e., flashlight, First Aid Kit, etc.

STUCK ELEVATOR

If you are trapped in a stuck elevator) look for the red "Emergency Stop" button on the elevator control panel. If it is pushed in, pull it out. Often this will activated the elevator back into its normal cycle.

If you remain stuck) pick up the telephone in the elevator call box. This will automatically connect you to the Elevator company on a 24-hour basis or to Norris & Stevens, Inc. answering service.

If no phone is in the elevator) push the alarm bell button and wait for assistance to arrive.

There is little or no danger) while the elevator is temporarily out of service. All elevators have mechanical safety brakes which operate **in all** situations, including power failures.

If you know of a stuck elevator in your building) call Norris & Stevens, Inc. at (503) 223-3171 and report the approximate location and floor number of the elevator. Try to stay in voice contact with the trapped individual until assistance arrives. Do not try to force the elevator doors. Wait until you are released by an expert repair person.

AIRCRAFT CRASH

Treat the same as fire.

In case of an aircraft crash) evacuate the building immediately. There is a grave possibility of flammable liquids or vapors from the plane's fuel tanks spreading throughout the building. The entire building must be evacuated rather than the immediately affected floors.

Do not concern yourself with calling for help until you've reached safety. You should call Norris & Stevens, Inc., (503) 223-3171, as soon as the opportunity presents itself.

CIVIL DEFENSE EMERGENCIES

Two possible courses of action. Which course to follow will depend upon the advice of the civil defense authorities.

If sufficient time is available, the general evacuation plan should be followed to allow occupants to reach a civil defense shelter. If there isn't much time, people should be instructed to stay as near the elevator and stair shafts as possible to avoid the hazards of flying glass.

Riots or civil commotion generally will offer little danger to occupants of the upper stories. Other than instructing them to stay clear of the exterior walls, no action should be taken unless the police department advises you leave the building. Employees should not be allowed to go the lobby floor unless cleared by the police department.

Remember, throughout all phases of an emergency plan, the emergency coordinators are extremely important because they are the only contact your employees have with the authority directing the emergency action. They should be readily identifiable.

Having a practice fire drill or earthquake preparedness is a wise idea. In the event of a real emergency, employees who know how to react will be calm, and you'll be assured of your entire staff reaching safety.