



Emergency Procedures Manual

95 Christopher Columbus Drive

Revised 2/27/2019

Emergency Event Planning

Fire/Police/Medical Phone Number

911

Building Management Office:

201-432-3244

After-Hours Building Emergency Phone Number

1-866-914-8954

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INTRODUCTION

As Tenants in 95 Columbus, we understand that your primary business objectives do not revolve around emergency planning. It is, however, an extremely important topic and it is **Columbia Property Trust Services** role as agent for Landlord to take the lead and to:

- ***Familiarize ourselves with potential emergency conditions;***
- ***Plan for and implement responses that mitigate the negative outcomes;***
- ***Engage you in training opportunities so that you understand how the building systems/personnel and your firm should respond during emergency events; and,***
- ***Ensure that you understand that your participation and response directly affect both your business success and personal life safety.***

In order to create a simplified structure for our presentation of the guidelines for effective planning, we will be providing the information within a framework of responses to the following frequently asked questions (FAQ's) a firm might have:

- ***What types of emergency events are we likely to encounter?***
- ***How do we prepare for these events?***
- ***How will we know when an event is imminent or occurring?***
- ***What background information do I need to know about these events?***
- ***How do building systems and Columbia Property Trust Services employees respond during an event?***
- ***What should our firm's responses be to these events?***

Two things to remember, by way of perspective:

- ***The chances of 95 Columbus being affected by any of these events are limited – our goal is not to alarm, but to inform; and,***
- ***Again, importantly – you are not powerless – your willingness to plan and prepare can significantly improve the outcome should an emergency event occur.***

Columbia Property Trust Services is pleased to have the opportunity to work with you here at 95 Columbus. We take very seriously our shared responsibility to have in place highly functional and effective emergency event planning. If at any time you should have questions or comments regarding this planning, please do hesitate to contact us. We welcome your input and involvement!

TYPES OF EMERGENCY EVENTS

What Types of Emergency Events are we Likely to Encounter?

Although in reality there are a large number of different events that could precipitate a state of emergency, they can be broadly classified into the following areas. We will introduce the basics of each of these events here, and then respond to the next two FAQ's in general terms. Since the responses vary based on the type of event for the next three FAQ's, we will provide specific response information within the context of the applicable event.

Fire

Fire is among the most common of the emergency events, and includes not only the direct consequences of fire, but also fire's typically more life threatening by product: smoke, which results in more loss of life than fire. Because of the magnitude of the potential effects of a poorly planned response to a fire emergency, it is addressed first.

Medical Emergencies

Medical Emergencies are probably the most common emergency event to occur in an office complex, and while the scope of the event may be limited to one person, the frequency mandates that all personnel be well versed in appropriate responses.

Inclement Weather

Inclement Weather may be a rare occurrence, but because the responses differ from those taken during a typical evacuation, it is important that the topic be addressed carefully and the distinctions clearly understood.

Bomb Threat

Recent events have refocused attention on Bomb Threat scenarios. The response to threats of this sort requires a potentially high level of involvement from a firm whose business is the target of the threat, and the details of a response are critically important.

Civil Disturbance

Although Civil Disturbances are more common in urban areas, the potential always exists for 95 Columbus to find it necessary to respond to this or a similar event.

Hazardous Materials Release – Chemical, Biological and Radiological

Although 95 Columbus is not a highly likely target, prudence dictates that we join with the tenants in effecting a plan in the event that should occur.

Utility Failure

Since utility failures can disrupt business, and because various failures affect our ability to allow occupancy to continue, providing information on water, electricity, etc., outages is essential.

Elevator Entrapment

Although unusual these events are frightening and becoming familiar with elevator operation will help tenants feel confident that help will be forthcoming and that their safety is the first priority.

PREPARATION

How Do We Prepare For These Events?

The good news is that preparation for any event is not complicated. There are several basic steps to incorporate when preparing for any emergency event. They are:

- **Perspective** – Remember that we are reviewing life safety issues – there are arguably few things more important than this topic.
- **Participation** – Participate in the emergency training offered by Columbia Property Trust Services – we will provide you with all of the basic information necessary.
- **Peruse** – Actually read the material we provide, it won't take long and isn't difficult; you might even find it interesting.
- **People** – Ensure that you have assigned the responsibility for your firm's response to an individual or individuals who can be counted on to take life safety seriously.
- **Plan** – Follow up with them to be certain they have put together a plan and disseminated it to your employees.
- **Provide** – Be certain we are always kept current on your emergency contact listing, both day and after-hours contacts. We can't contact you if you don't tell us how.
- **Perform** – when we carry out practice evacuations, join in. There is NO substitute for actually walking through the process.

Links to additional resources:

<http://www.redcross.org/>

www.ready.gov - provides general information on preparedness

www.fema.gov - Federal Emergency Management Agency site

How Will We Know When an Event is Imminent or Occurring?

How Columbia Property Trust Services becomes aware:

Of the seven categories of events outlined in this overview, only three are likely to be of the sort that advance notice from an outside entity is either available or useful. Fire, Medical Emergencies, Bomb Threat, Elevator Entrapment and Utility Failure are likely to be localized to the extent that building occupants will become aware of them prior to any outside entities.

Inclement Weather, Civil Disturbance and Hazardous Materials Release, however, are potentially areas in which outside entities are able to discern the risk of a threat prior to building occupants becoming aware of them. Columbia Property Trust Services is an active community participant in various entities that monitor activity of this sort, and we automatically receive email notifications from them in the event contact is warranted.

NOTIFICATION

How will COLUMBIA PROPERTY TRUST SERVICES Notify you?

COLUMBIA PROPERTY TRUST SERVICES has several means of making you aware of the information we obtain, and our approach will be based on the immediacy of the threat. Frequently, email notices will be a useful means for advising occupants of upcoming events, if time allows. This mode holds the advantages of being discreet and targeted to specific predefined individuals. On the other extreme, if there is imminent danger, telephone and cell phones as well as personal visits will be employed.

In the event of **Fire** the building fire alarm systems automatically initiate contact to building occupants via audible alarms and by visual notification provided through the strobe systems. In addition the alarm is transmitted to a monitoring company who will dispatch the fire department immediately.

During a **Medical Emergency** the initial notification frequently comes from a building occupant. Typically no notification to additional individuals is warranted. However, property management has a procedure in place to respond to these events in several ways. Responses may include providing emergency first aid, including either CPR (Cardio Pulmonary Resuscitation) or the use, when necessary, of one of the AED (Automatic External Defibrillator) devices provided by Columbia Property Trust Services. In addition, our standard operating procedures include reserving an elevator and coordinating unrestricted access to the building for emergency response personnel.

Inclement Weather scenarios vary widely, but if Columbia Property Trust Services became aware of an event that was a legitimate threat to building occupants (e.g., a tornado in the immediate vicinity) and time constraints were limited, our approach would be to contact tenants via the public address system in each building.

The initial notification for a **Bomb Threat** frequently comes from the building occupants themselves. Circumstances surrounding this type of event vary widely, and our response would be based upon the available information. In the event it appeared that a legitimate immediate threat existed, we would notify the appropriate building's occupants by way of email, telephone and cell phone to our tenant contacts.

Civil Disturbances that hold the potential to affect suburban office properties are typically limited, and may or may not have long advance notice. If the opportunity existed, Columbia Property Trust Services would advise occupants via email and memorandum in the event it appeared that the building could become involved with any type of Civil Disturbance. In the event of a sudden disturbance, we would notify the appropriate building's occupants by way of email, telephone and cell phone to our tenant contacts.

Hazardous Materials Release – Chemical, Biological and Radiological, holds the potential to create some unique circumstances. It combines certain aspects of the other event types, most notably Inclement Weather and Civil Disturbance. Since our opportunity to be made aware of the event will vary based upon the specifics surrounding the event, our response will be tailored to those circumstances. As always, however, if the details warrant the rapid provision of information, we would notify the appropriate building's occupants by way of email, telephone and cell phone to our tenant contacts.

Utility Failures are significant in terms of their impact, but not frequently life threatening. In addition, in the event of power failure, tenants will probably become aware of the circumstances at the same time Columbia Property Trust Services does. However, a water failure is not always immediately observable. Because it can force us to require that the building be evacuated, we will notify tenants via email as soon as we become aware of the situation, letting them know whether it appears the failure will exceed four hours and mandate the evacuation of the affected buildings.

During an **Elevator Entrapment** the initial notification frequently comes from a building occupant. Typically no notification to additional individuals is warranted. However, property management has a procedure in place to respond to these events in several ways. The elevator contractor's emergency service line is called immediately to activate their response procedures. Building Engineers report to the scene to determine if we can resolve this situation internally. A security guard will communicate with the people in the elevator through the elevators speaker system. A second guard will go to the floor where the elevator is stopped and speak to the occupants through the doors. Once the elevator contractor reports to the site engineering and security assist as required. During an entrapment the power to the elevator car may need to be shut off during the exit process, this is done for the safety of the occupants. This will be communicated by security.

FIRE

What Background Information Do I Need to Know About Fire?

ELEMENTS OF FIRE

1. There are three elements necessary for fire:

<i>FUEL</i>	stored boxes, trash, furniture, plastics, grease, etc.
<i>HEAT</i>	matches, cigarettes, sparks, electricity, etc.
<i>OXYGEN</i>	in the air

2. By removing any one of these three elements, you can eliminate or reduce the fire. For example:

Closing doors reduces the amount of oxygen.

Using water reduces heat.

Using ABC rated extinguishers smothers, reducing oxygen.

Removing nearby papers, furniture, etc. reduces fuel.

FIRE FACTS

1. Few people are burned to death in fires. Most die from smoke, poisonous gases and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.
2. Smoke detectors serve as an early warning system. Smoke detectors do save lives.
3. Safe egress is the most important factor in providing safety from fire and smoke in a building. The efficient relocation of building occupants to an area of safety depends on three major factors:
 - a. **Detection** of fire before it can interfere with the movement of people.
 - b. **Notification** to the occupants that a potential danger exists and the evacuation to a predetermined point of safety should begin.
 - c. **Movement** of occupants through the building spaces to the protected exit by which they can leave the building.

FIRE PREVENTION TIPS

1. Assign someone to make certain that all appliances are turned off at the end of the day.
2. Do not overload wall circuits.
3. Smoke only where permitted. Smoking in the interior of the building is a violation of the law.
4. Check for frayed or damaged electrical cords.
5. Do not run electrical cords under carpets or desk chair pads.
6. Dispose of trash and boxes. Do not allow them to accumulate.
7. Do not block corridors and stairwells. This is not only illegal, but it endangers your staff.

8. Do not prop open stairwell doors. Doing so jeopardizes the automatic pressurization of air in the stairwell during an emergency and the stairwell can fill with smoke.
9. Check lighting in corridors and be sure exit signs are lit. Report any malfunctioning lights to property management.
10. Do not store any flammable liquids or combustible materials in your suite.
11. Use extension cords only on a temporary basis. Unplug them when not in use.
12. Do not use space heaters

EVACUATION DRILL

One of our greatest concerns at 95 Columbus is the safety of our tenants and their visitors. To have an effective Life Safety Program, it is necessary that annual training be given to everyone in the building. The success of this program is dependent upon the total cooperation of every individual working at the building.

Practicing evacuation drills is required annually by Code. The purpose of a drill is to instill in the minds of all occupants the correct procedures necessary to ensure safety of life.

Observers (Building Management, Security and Engineering personnel) will be stationed at strategic locations throughout the building to observe the actions of personnel when the alarm sounds.

Participation by occupants is strongly recommended. The more familiar people are with emergency procedures, the more likely they will follow them correctly which will reduce the possibility of injury in a real emergency.

Upon hearing the alarm, immediately go through your area of responsibility informing all persons to move to the doorway of the nearest emergency stairwell.

Evacuation leaders should check with other evacuation leaders on their floor to ensure he/she is present and performing their duties. If not, the evacuation leader must continue around the floor.

As tenants hold in-house training for evacuations, the evacuation leaders should be certain that all employees are familiar with the following responsibilities, and should reiterate them during the evacuation drill:

If a fire should occur in your area:

CLEAR anyone in immediate danger.
CONFINE the fire by closing all doors.
CALL 911
ACTIVATE A MANUAL PULL STATION

How Do Building Systems and Columbia Property Trust Services Employees Respond During a Fire?

FIRE ALARM SEQUENCE AND EVACUATION

Upon activation of any fire alarm initiating device (pull stations, smoke detectors, sprinkler flow switchers) the following functions take place:

1. A fire alarm condition will be received in the Fire Panel at the Fire Panel Monitoring Company. The Fire Department will be notified. All speakers will sound the electronic horn. Strobe lights will flash on the floor of the alarm, the floor above and the floor below.
2. All magnetically held smoke doors will close.
3. Smoke dampers in the elevator shafts will be opened.
4. Stairwell doors will be unlocked.
5. In the event a smoke detector is activated in the elevator lobby, elevator shaft or elevator machine room, the elevators will be captured and not available for use.
6. Engineering personnel will be dispatched to the site of the alarm to investigate and determine the cause of the alarm.

IF NO FIRE IS DETECTED and after the building has been cleared by the Fire Department, building personnel will advise that the alarm condition has been investigated and there is no danger.

What Should Our Firm's Responses Be To Fire?

GENERAL

If an alarm is initiated, all tenant employees should evacuate the building immediately, by proceeding to the nearest stairwell, exiting the building, and assembling at the pre-designated area. Evacuation leaders should ensure that Stairwell Monitors and Aids for the Disabled are in place and carrying out their responsibilities. The following information provides additional detail regarding responses a Tenant's Floor Evacuation leader should implement for either a drill or actual alarm situation evacuation.

FLOOR EVACUATION LEADER RESPONSIBILITIES:

1. The Floor Evacuation leader is responsible for providing the following information to all of their employees prior to each Evacuation drill, and in order to prepare for actual evacuations.
2. Show the occupants the manual pull station next to the emergency stairwell door and how it would be used in the event of an actual fire.
3. Identify the lighted EXIT sign above the stairwell door. Additional EXIT signs with directional arrows will be located in primary emergency exit routes on all floors.
4. FEEL the door for HEAT before opening it. Open slowly and check for smoke.
5. If HEAT or SMOKE is present, an alternate emergency exit should be used. Remind everyone that each floor in the building has two emergency stairwells. Lead the group to the alternate fire exit to assure that everyone will know the location.
6. If heavy smoke is encountered, you may have to crawl to the exit since smoke rises and cleaner air is near the floor.
7. If NO heat or smoke is present, enter the stairwell. Stay to the right and use the handrail merging into traffic flow. Women should remove high-heeled shoes to avoid tripping.
8. ABC fire extinguishers may be used on electrical, trash and grease fires. A person using a fire extinguisher should NEVER be alone. A “buddy” should always be there to assist.
9. If you do fight a fire, remember the word PASS. Conduct a demonstration on how to properly use the fire extinguisher:
PULL the pin.
AIM low pointing the extinguisher nozzle at the base of the fire.
SQUEEZE the handle to release the extinguishing agent. **SWEEP** from side to side at the base of the fire.
10. The designated safe refuge area for the building in a fire emergency is covered during emergency procedures training. Your company should pre-determine a meeting place away from the building to meet and assure everyone has safely exited the building.
11. A common question asked is, “What do I do if both stairwells are hot and smoky and I cannot evacuate?” ANSWER: Close all doors between you and the fire. Place material such as a suit jacket at the base of the door to stop smoke from entering. Wet the material, if possible. Call 911 and give them your situation and suite number. The fire department’s mission is rescue.
12. Avoid breaking windows. A broken window will provide a new source of oxygen and will cause the fire to spread in your direction. Also, broken glass could injure people below.

13. Evacuation Leaders are responsible for ensuring that the egress flow remains smooth, that the stairwell doors remain closed except when in use that evacuees remain to the right as they descend, that no food or drink is carried into the stairwell, and that all high heeled shoes are removed during any drill or actual evacuation.
14. Aids for the Disabled are responsible for ensuring that a plan for evacuating disabled individuals is effectively carried out during any drill or actual evacuation. Additional information is presented in the following section.

EMERGENCY GUIDELINES FOR EMPLOYEES WITH DISABILITIES

Every person with a disability has unique abilities and limitations. Each tenant should make accommodations tailored to their needs. It is crucial that the individual be included in the decision on which equipment and procedures will work for them to provide them with the confidence that they will be protected.

Safe egress is the most important factor in providing safety from fire and smoke in a building. The efficient relocation of building occupants to an area of safety presents the greatest range of special considerations for persons with disabilities. People using wheelchairs or with other mobility disabilities come immediately to mind; but, there are many who may not appear to have a disability who will also require some special assistance. These include:

- Individuals with varying degrees of mobility impairments, ranging from slow walkers to wheelchair users.
- Individuals who are visually impaired and may require special assistance in learning the emergency evacuation routes or assistance in proceeding down exit stairs.
- Individuals with hearing impairments who may require special notification of an alarm condition over and above the standard audible and visual alarms (speakers and strobe lights).
- Individuals with temporary impairments due to recovery from serious medical conditions such as stroke, traumatic injuries such as a broken leg, sprained ankle, or persons recovering from surgery.
- Individuals with medical conditions such as respiratory disorders or pregnancy who may tire easily and may need special assistance or more time to evacuate.
- Other populations that may be vulnerable and need to be considered include visitors or customers with small children and employees who work outside the normal working hours.

Evacuation leaders should maintain a current list of people with any of the above impairments. A copy of this list should be provided to property management for posting in the Management office. Fire department and emergency personnel will know to look for this information at these locations. This list is sealed and strictly confidential and is for emergency use only.

The “Buddy System” is recommended when evacuating persons with disabilities. Assign at least two buddies who are work associates. Employees with disabilities can be given the responsibility for selecting their own buddies. Bi-monthly emergency plan reviews should verify that the buddy is still available for their duties. The buddy should be selected and trained by the impaired employee. Practice sessions are beneficial to ensure that the buddy can handle their assigned tasks. Employees with disabilities should identify themselves to the security staff when working after normal building hours. Emergency Services Personnel will then be ready to search for and assist the individual to safety, if needed. An alternate method would be to instruct the person to telephone the fire department to give their location when an emergency occurs.

MEDICAL EMERGENCY

What Background Information Do I Need to Know About Medical Emergencies?

EMERGENCY PREPAREDNESS PLANNING

1. Encourage employees to receive American Red Cross Standard First Aid and Adult CPR training.
2. Be familiar with OSHA safety guidelines regarding blood-borne pathogens.
3. Have a first aid kit available and regularly confirm it is properly stocked.
4. Know how to contact the Emergency Medical System (EMS) at 911 and Building Management at 201-432-3244

<http://www.redcross.org/> - Information on Red Cross training

<http://www.osha.gov/SLTC/bloodbornepathogens/index.html> - OSHA Info on bloodborne pathogens

How Do Building Systems and Columbia Property Trust Services Employees Respond During Medical Emergencies?

1. A medical emergency should be immediately relayed to Management Office 201-432-3244. Engineering will ensure the service elevator is available at the Lobby Level when the Emergency Medical Technicians (EMT’s) arrive and will escort them to the victim’s location.
2. In the event the medical emergency involves sudden cardiac arrest, usually evidenced by sudden unconsciousness, 95 Columbus Engineers will respond with an AED (automated external defibrillator) unit. Since these individuals have received training in both the use of AEDs and cardio pulmonary resuscitation (CPR), and since every minute is critical, we urge you to contact the management office immediately after calling 911. The AED is in the lobby and accessible to anyone with the proper training.

What Should Our Firm's Responses Be To Medical Emergencies?

1. Call 911 for trained medical help.
2. Quickly survey the scene to decide if the situation is safe for you. Look for fire, toxic fumes, heavy traffic, electrical wires, etc. If you can safely get to the victim, decide if it is safe to remain at the scene while you care for them. If the scene is not safe due to fire, electrical wires, etc. you may need to make an immediate emergency rescue, however, do not move an injured person if you do not have to.
3. Identify yourself to the victim as a Floor Evacuation leader. Advise the victim if you are trained in first aid. Get the permission of the victim before you assist. You may assume permission is granted if the victim is unconscious.
4. Ask the victim or bystander what happened and determine the extent and nature of the victim's illness or injury. Immediately look for a medical alert tag at the neck or wrist. Do not move a victim who you suspect to have a head, neck or back injury.
5. CPR training and Standard First Aid courses are available from your local American Red Cross.

INCLEMENT WEATHER

(Tornados/Earthquakes)

What Background Information Do I Need to Know About Tornados?

Tornados occur in many parts of the world and in all 50 states. Tornado frequency is at its peak in April, May and June.

FACTS:

- Tornados are nature's most violent and erratic storms and may occur with little or no warning.
- They vary greatly in size, intensity and appearance.
- Most of the tornados occurring each year are weak, with wind speeds in the range of 100 miles an hour.
- About one in three tornados is classified as strong. Wind speeds reach about 200 miles per hour and cause about 30% of all tornado-related deaths.
- Nearly 70% of all tornado fatalities are caused by violent tornadoes. Violent tornados can last for hours and have exceeded a mile in width with wind speeds approaching 300 miles per hour.

- Every tornado is a potential killer. Many are capable of great destruction and can topple buildings, roll mobile homes, uproot trees, and hurl people through the air for hundreds of yards.
- Sticks, glass, roofing materials all become deadly missiles when driven by a tornado's winds.

TORNADO WATCHES are issued by the National Weather Service for areas threatened by tornados and severe thunderstorms. These watches specify a time period and area where tornado probabilities are highest. During a watch, *LOOK FOR THREATENING WEATHER* and stay tuned to radio and television for more information.

TORNADO WARNINGS are issued by the local National Weather Service offices when a tornado has been sighted or indicated by radar. Warnings describe the area that could be affected. If a warning is issued, *TAKE COVER IMMEDIATELY*.

How Do Building Systems and Columbia Property Trust Services Employees Respond During Tornados?

EMERGENCY RESPONSE PROCEDURES

If a tornado WARNING for the immediate area is issued, Management office or Engineers will email or call with details of the warning. .

What Should Our Firm's Responses Be To Tornados?

1. Evacuation leaders and Alternates should be alert and "stand by" when weather appears to be threatening.
2. Your office may wish to purchase a "weather radio" which will alarm automatically when threatening conditions exist in our area. If you need assistance purchasing this equipment, please contact property management.
3. First aid kits should be available.
4. Know safe refuge areas within the office, i.e., away from windows, in interior offices or corridors.
5. Instruct your employees on the proper way to protect themselves from glass and flying debris in your office environment. i.e. Stay away from ANY glass, crouch down, protect your head, etc.
6. Have alternate means of communication available should the phone lines be out of service. For example, cellular phones, radios or runners.

If a tornado has hit the area:

1. Check for injuries.
2. Immediately check for electrical problems that could cause further damage through a fire condition.
3. Inspect floor for damage.
4. Collect information from staff members regarding any injuries or dangerous conditions they have observed. It is helpful to have one or two people who can provide rapid assessments to emergency personnel.
5. Relay reported injuries or dangerous conditions to security or other emergency personnel. If communications are not working, send a “runner” to give a status report.
6. Keep occupants quiet and calm, assist emergency personnel as needed and follow their instructions.

What Background Information Do I Need to Know About Earthquakes?

Although many earth scientists are searching for means of predicting impending earthquakes, accurate predictions of the exact time and place of earthquakes are not yet possible. They may range in intensity from slight tremors to great shocks and may last from a few seconds to as much as five minutes. They could come in a series over a period of several days. The actual movement of the ground in an earthquake is seldom the direct cause of injury or death. Most casualties result from falling materials. Severe quakes usually destroy power and telephone lines and gas, sewer and water mains.

EMERGENCY PREPAREDNESS PLANNING

1. Review internal emergency plan with co-workers.
2. Have flashlights available.

How Do Building Systems and Columbia Property Trust Services Employees Respond During Earthquakes?

Columbia Property Trust Services employees will monitor information on the event when and as it is available from government sources, and will advise building occupants over the public address system on any responses recommended by the government.

What Should Our Firm's Responses Be To Earthquakes?

DURING AN EARTHQUAKE:

1. Stay indoors if already there.
2. Take cover under sturdy furniture such as work tables or brace yourself in a doorway or move into a corner and protect the head and neck in any way possible.
3. Stay near the center of the building.
4. Stay away from glass windows, skylights and glass doors.
5. Do not run through or near buildings where there is a danger of falling debris.
6. If outside, stay in the open, away from buildings and utility wires.

AFTER THE EARTHQUAKE:

1. Check for injuries and fires. Inspect floor for damage. Check utilities for leaks and electrical shorts.
2. Report status to Security. Include injuries, building damage and potential hazards. If communications are not working, send a "runner" to give status report.
3. Keep occupants quiet and calm.
4. Assist as needed and follow instructions from Security or emergency personnel.

BOMB THREAT

What Background Information Do I Need to Know About Bomb Threats?

Individuals who intend to harass businesses or institutions initiate the vast majority of Bomb Threats. Most threats are not legitimate in that they are not accompanied by the placement of an explosive device. Urban settings, with media presence are often targets because of the media attention they receive. Buildings with government agencies or large financial institutions are more often the recipients of threats than those that are not. Since, however, there is always the possibility of any threat being legitimate; all threats should be responded to seriously.

How Do Building Systems and Columbia Property Trust Services Employees Respond to Bomb Threats?

Circumstances surrounding this type of event vary widely, and our response would be based upon the available information. In some cases a threat is received days before the event and there is sufficient opportunity for the firm receiving the threat to investigate thoroughly in conjunction with the appropriate authorities and rule out the possibility of an explosive device. In many cases there is an opportunity to advise tenant representatives of the event so that their firm can make a decision based upon their particular business plan. However, in the event it appeared that a legitimate immediate threat existed, we would notify the appropriate building's occupants by phone or visit from the Engineers or Manager.

What Should Our Firm's Responses Be To Bomb Threats?

1. Know evacuation routes and safe refuge areas away from the building.
2. Train staff members who are most likely to receive the initial bomb threat call and provide copy of the Bomb Threat Checklist.
3. Prepare an internal bomb threat reaction plan that includes how your company will determine whether or not to evacuate the building.
4. Remain calm and alert.
5. Keep the caller on the line; do not attempt to transfer the call.
6. Gather information utilizing the attached "Bomb Threat Checklist".
7. Notify Management Office at 201-432-3244 IMMEDIATELY
8. Search your office:
 - Stop just inside doorways and listen.
 - Divide the room by height:
 - a. Floor to waist
 - b. Waist to chin
 - c. Chin to ceiling
 - d. False ceiling
 - Assign personnel to search a designated height area, overlapping for better coverage.

Please see the diagrams at the close of this manual. Today's explosive materials can be concealed in an infinite number of ways and in small, "normal" appearing packages. Remember, outside personnel will not know your area as well as you do. What appears commonplace to the outsider may well be out of place to you. DO NOT TOUCH anything suspicious.

9. Clear the immediate area if a suspect object is discovered.

10. Evacuate if necessary. In rare circumstances, the authorities will advise you to evacuate. More often, however, it becomes a judgment call on the part of each tenant as to how serious the situation and threat appears. Evacuation is a decision that must be made by your company. **We strongly recommend that you establish guidelines and procedures well in advance so as to be prepared for a response on short notice in the event it becomes necessary.**

BOMB THREAT CHECKLIST

QUESTIONS TO ASK:

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

EXACT WORDING OF THE THREAT:

SEX OF CALLER: _____ RACE: _____ AGE: _____

LENGTH OF CALL: _____ DATE: _____ TIME: _____

NUMBER AT WHICH CALL WAS RECEIVED: _____

CALLERS VOICE:

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

If voice is familiar, whom did it sound like? _____

BOMB THREAT CHECKLIST

BACKGROUND SOUNDS:

- | | |
|---|--|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Crockery |
| <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Voices |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Motor |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Clear |
| <input type="checkbox"/> Music | <input type="checkbox"/> Static |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Local |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Long Distance |

Other _____

THREAT LANGUAGE:

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Well spoken | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by threat maker |

REMARKS

Your Name: _____

Your Position: _____

Your Phone: _____ Date: _____/_____/_____

CIVIL DISTURBANCE

What Background Information Do I Need to Know About Civil Disturbance?

Unlike Bomb Threats, those involved with Civil Disturbance are frequently intending merely bring peaceful attention to an issue they deem important and in need of focus. Often these events are planned in advance with the approval of the governing authorities. Unfortunately, however, these events frequently escalate into events with serious and violent implications to those in the area. Urban settings, with media presence are often targets because of the media attention they receive. Buildings with government agencies in urban settings are more often the target of Civil Disturbance than suburban sites. Since, however, there is always the possibility of Civil Disturbance, appropriate planning should also include this potential threat.

How Do Building Systems and Columbia Property Trust Services Employees Respond to Civil Disturbance?

Circumstances surrounding this type of event vary widely, and our response would be based upon the available information. In some cases a planned event is publicized days before it occurs and there is sufficient opportunity for appropriate planning. In these cases there is an opportunity to advise tenant representatives of the event so that their firm can make a decision based upon their particular business plan, e.g., will we plan to open or close the office. However, in the event it appeared that a legitimate immediate threat existed, we would immediately contact the East Hanover Police Department and notify occupants by way of the email or phone. Responses might include securing the building to prevent access by unauthorized individuals, and or preventing access to drive areas or parking decks. It is also possible that an evacuation would be necessary.

What Should Our Firm's Responses Be To Civil Disturbances?

As is the case with all emergency events, Civil Disturbance requires that a firm have a plan in place before the event, so that it has thought through all of the potential implications of an event. Will the firm remain closed if a "protest" or other similar event is planned near the building? Will it close early if a Civil Disturbance erupts? Who will make this sort of decision? How will it be communicated? Have individual firm members given consideration to alternate paths of travel to their home in the event of street closures? Should individuals leave in large groups in order to ensure safety in numbers?

HAZARDOUS MATERIALS RELEASE – CHEMICAL, BIOLOGICAL and RADIOLOGICAL

What Background Information Do I Need to Know About a Hazardous Materials Release?

Although the presence of Hazardous Material has become more of a concern in recent years due to terrorist activity, there has always been the potential for a release due to a non-antagonistic action, such as spillage from a tanker that has been in an accident. In either event, the types of outcomes can vary widely. In general, chemical releases frequently have more immediately noticeable consequences, while biological releases may not be immediately known. In both cases there is the potential for harm to individuals, and in both instances the government is in the best position to provide overview direction and make available the antibiotics or antidotes necessary. Nuclear, or radiological, contamination also tends to create a wide range of concerns, based upon whether the source is a nuclear blast or normal explosion designed to spread nuclear waste. Because of the wide range of different ways that hazardous materials affect people, it is difficult, if not impossible for employers to set up all of the necessary protection needed for every possible circumstance.

How Do Building Systems and Columbia Property Trust Services Employees Respond to a Hazardous Material Release?

The response to a Hazardous Material release varies based upon whether the release occurs outside or within the building. If the material were released inside, we would immediately shut down the air moving systems in the building so as to prevent the spread of the material. Based upon the scope of the release we would proceed with an evacuation of the affected premises, and notification to other building occupants. If the release were external and in the area of the building, we would shut down both the fans that bring fresh air into the building and the stairwell pressurization fans. We may also shut down elevator service in order to prevent their movement from drawing air into the building. Rather than evacuating the buildings, we would encourage occupants to remain inside, or “shelter in,” and would continue to monitor and make available the specific directives from government authorities.

What Should Our Firm’s Responses Be To a Hazardous Material Release?

As referenced earlier, the wide range of potential circumstances make it very difficult for employers to plan for every potential release event to which their employees might be exposed. The best response will be based upon following the guidelines put in place by property management, and so it is essential that each employer have individuals who are familiar with their firm’s emergency response plans, and who are prepared to enact them.

UTILITY FAILURES

What Background Information Do I Need to Know About Utility Failures?

Utility failures are typically a reasonably familiar occurrence, since most of us have experienced them on a residential level. Businesses, however, are affected in different ways, and it is important to understand the potential implications. Issues either internal to or external to the building can cause failures. In the event the problem is internal, our Engineering teams will be immediately evaluating the cause and incorporating whatever level of responses are appropriate, including the

use of outside resources, in order to return service to the buildings. If the cause is external, property management will be involved with communicating the outage to the appropriate entities, and ensuring that a timely return of service is underway.

How Do Building Systems and Columbia Property Trust Services Employees Respond to Utility Failures?

In the event of power failure, emergency generators automatically deploy, providing back-up power to emergency lighting, designated elevators, and all life safety systems, including sprinklers, and fire alarm panels.

What Should Our Firm's Responses Be To Utility Failures?

Consideration should be given to what systems are essential to your firm's continuity, and steps taken to provide back-up options in the event of utility failure. For instance, if continued operation of your phone or MIS/IT systems is critical, plans for backup back-up power should be considered. Options range from a simple battery system to an exterior emergency generator dedicated to your firm. Should you wish to research this further, property management will be happy to put you in touch with vendors who specialize in these services. In the event of a total loss of water supply to the building that lasts longer than four hours, we are required to evacuate the building since the sprinkler systems cannot function without a water supply. Businesses should consider how they would continue to operate if the applicable government entity required that the premises be vacated, including whether their business could be carried out from homes, or alternate locations.

ELEVATOR ENTRAPMENT

What Background Information Do I Need to Know About Elevator Entrapments?

Elevator Entrapments are an unusual occurrence and most of us have not experienced one. Typically caused by a malfunction in the elevator equipment, the elevator contractor is immediately called to extract those people in the car and to determine the cause of the outage and make immediate repairs to prevent a future occurrence. Our Engineering teams will be immediately evaluating the situation and assisting the elevator company as needed. Should you experience an elevator stopping while you are in the car please do the following:

1. Remain calm.
2. Confirm that a floor button has been pushed or is not stuck, by pushing the floor you want to go to and an alternate floor. (Note that an elevators doors will close and the elevator may move and park itself with the doors closed if a call button is not pushed.)
3. If the car does not move push the open door button as sometimes the elevator is floor level and the door will open allowing exit. If it allows exit please notify Building Security of the situation upon exit so that the elevator can be taken out of service and repairs made if necessary.

- 4.If it is before 7:00AM or after 6:00 PM or on the weekend an access card may be required to have the elevator move, if this is the case and you do not have an access card, the door open buttons will work and allow you to exit the car.
- 5.In the garage elevators only, confirm that the red emergency stop switch is in the “On” or “Run” position.
- 6.If the car remains stopped press the elevator emergency button in the tower elevators or the alarm button in the garage elevators. This will cause an alarm at the Building Security desk. The security officer will respond and initiate emergency response and communicate with you until you are evacuated. In the event you cannot hear the security guard you may also call 201-432-3244 to reach the management office or security. They will stay with you on the call until you are evacuated. If there is a medical situation in the car, either yourself or someone else, please notify the guard immediately

How Do Building Systems and Columbia Property Trust Services Employees Respond to Elevator Entrapments?

Upon notification of an elevator entrapment the elevator contractor’s emergency service line is called immediately to activate their response procedures. Building Engineers report to the scene to determine if we can resolve this situation safely internally. A security guard will communicate with the people in the elevator through the elevators speaker system. A second guard will go to the floor where the elevator is stopped and speak to the occupants through the doors. Once the elevator contractor reports to the site engineering and security assist as required. Should there be a medical situation 911 will be called immediately and the fire department will report to the building to monitor or take charge of the extraction. During an extraction by the Fire Department the power to the elevator car may need to be shut off during the exit process causing the lights to turn off, this is done for the safety of the occupants.

What Should Our Firm’s Responses Be To Elevator Entrapment?

The Background Information provided earlier in this chapter should be communicated to all building occupants on a periodic basis.