



Emergency Response Procedures

Vine Street Storage

EMERGENCY RESPONSE NUMBER

Police-Fire-Ambulance-Bomb Threat..... 911

BUILDING INFORMATION AND OTHER EMERGENCY RESPONSE

Building Name: Vine Street Storage
Address: 11 Vine Street
Seattle, WA 98121

Cross Streets: Vine & Elliott

Building Management: Goodman Real Estate 206-443.3500

After-Hours Answering Service:206-368-4247

Security: After Hours & Weekends.....206-276-7557

Emergencies, disasters, accidents and injuries can occur at any time and without warning. Being prepared physically and psychologically to handle emergencies is an individual's as well as an organization's responsibility.

Goodman Real Estate has developed these procedures for you to follow so that the effects of emergencies can be minimized. Beyond these procedures, a great deal of effort is going into developing a Building Preparedness Program including the formation of an Emergency Response Team and Safety Committee.

The term "emergency personnel" is used frequently throughout this document. This term refers to both internal and external persons responding to the emergency such as police, fire, paramedics, floor wardens, security, the Emergency Response Team, Building Management, and others.

The purpose of this guide is ONLY to provide immediate response procedures for handling emergencies and disasters. For further details following these emergency responses, consult your Floor Warden and refer to specific policies and procedures, including your company's emergency plan.

Once you are familiar with this information, you will be better prepared to save lives and protect the company.

The more you are prepared, the better you can act to minimize panic or confusion when an emergency occurs. No matter what the crisis, THINK before you ACT, then act swiftly to reduce your exposure to danger. YOUR SAFETY IS OF PRIMARY IMPORTANCE.

What can I do to be better prepared?

Read this document frequently and keep it handy. Be familiar with your building's floor plan. Know the location of the stairs, fire extinguishers, first aid kits, exits, etc. It is also suggested that you know how to locate items such as:

- Flashlight (and batteries)
- Radio (and batteries)
- Comfortable shoes
- Some easily storable food items such as meal bars, etc.

Cooperate with all practice drills and training programs such as CPR/First Aid. Follow instruction by your Floor Warden. Prepare yourself so you will know what to do, where to go, and how to safely respond to an emergency situation.

911 PROCEDURES

Access an outside line, dial 911, give the following information completely and thoroughly and remain on the line until told to hang up.

- Nature of the Emergency
- The EXACT address and cross street (see Page 1 of this handbook)
- Telephone number from which you are calling
- Your Name
- Floor Number
- Area or Department

MEDICAL EMERGENCIES

REMAIN CALM.

Call 911 (see 911 procedures)

Call the office of the Building (to assist paramedics upon arrival): (206) 443.3500.

Locate CPR/First-Aid Trained Individual:

Name Mistina Henning, Property Manager (206) 443.3500

Tyson Ferreira, Chief Building Engineer (206) **391-4401**

-Provide Emergency First Aid.

-Do NOT move the victim(s) unless a safety hazard exists.

-Assign someone to keep the area clear around the victim(s).

-Assign someone to escort medical personnel to the scene when they arrive.

Location of First Aid Kit: _____

First Aid Tips

1. Start Breathing – Gently tilt head back and open the airway. Pinch the nose closed and give two slow full breaths. Watch the chest rise and fall during each breath. Breathe into the victim once every **5** seconds; for infants, breathe very gently every **3** seconds.

2. Stop Bleeding – Press directly onto the wound with sterile gauze, sanitary napkins, clean handkerchief, or bare hand. Maintain steady pressure for 5 to 15 minutes. If bleeding is from an arm or leg, elevate that arm or leg.

3. Treat for Shock – Keep victim warm. Keep victim flat or with legs slightly elevated.

4. Choking – use Heimlich Maneuver (quick upward abdominal thrusts) for conscious person. For unconscious person, attempt #1 above. If airway is still blocked, give 6-10 abdominal thrusts. Continue to check for bleeding.

During the Earthquake

- REMAIN CALM
- Take cover underneath a desk or table, and hang on; or stand/crouch in a doorway/hallway.
- **PROTECT YOUR HEAD AND NECK.**
- Stay away from windows and objects which could fall on you.
- Stay where you are – **DO NOT RUN OUTSIDE.**
- DO NOT USE ELEVATORS.
- If outdoors, stay in an open area or attempt to take cover.
- If on the road, drive away from bridges, underpasses, and overpasses; stop in safe area; remain in vehicle.

After the Earthquake

- Check for injuries and provide first aid (see Medical Emergencies)
- Call 911 (see Procedures) or other emergency personnel IF NECESSARY.
- Check for safety hazards and take appropriate measures. IF NECESSARY, evacuate people to a safer area (See Evacuation)
- Be prepared for AFTERSHOCKS. Remain in the safest area possible.
- Assign one person to monitor radio reports and to keep others informed.
- Replace telephone handsets that have been shaken off, but DO NOT TRY TO USE THE TELEPHONES except to report fires or medical emergencies. In the immediate aftermath, telephone lines are needed for medical and emergency response communications.
- Wait for and follow instructions from emergency personnel and Building Management.
- IF DAMAGE OCCURS OR BUSINESS IS DISRUPTED: When time and circumstances permit, call Building Management – (206) 443.3500.

What Happens During a Major Earthquake?

- Everything shakes and rattles.

- There is a lot of noise.
- Alarms may activate.
- Things may fall and break (such as ceiling tiles, bookcases, file cabinets, and other furniture that has not been anchored to walls or floors).
- The motion may be severe—if you are standing, you may be thrown down.
- Many things stop working: lights, telephones, elevators, heat and air conditioning.
- Be prepared for total darkness.
- Some exterior windows will probably break, causing shattered glass and strong drafts.

How long will it last?

The shaking may last only a minute or two. But there may be a number of aftershocks. Your involvement in this emergency could last hours/days. From a preparedness standpoint, it is strongly suggested to obtain/store emergency supplies such as food and water, etc. You may need to be self-sufficient for up to 72 hours.

What are the biggest dangers?

- PANIC
- Falling objects (pictures, things on shelves, ceiling tiles and fixtures, furniture, file cabinets, and bookshelves).
- Broken windows and glass.
- Fire.
- Serious business interruption.
- IN MOST CASES, EVACUATION WILL NOT BE NECESSARY OR ADVISABLE. If it is, follow instructions of emergency personnel or see Evacuation.

What if you are in an elevator?

If you are in an elevator, you are generally well protected. Be patient! Attempt to make noise contact. Someone will contact each car as quickly as possible and advise how rescue will occur.

How about later?

- Be prepared to stay in the building overnight, and perhaps longer.

- IN MANY CASES, LOCAL COMMUNICATIONS ARE DISRUPTED. IF YOU ESTABLISH AN OUT-OF-STATE CONTACT, YOU AND YOUR FAMILY CAN EFFECTIVELY COMMUNICATE YOUR STATUS.
- Continue caring for the injured. If emergency personnel have not arrived, contact them again or send someone to do so.
- Do not risk becoming a casualty by being careless or by acting independently of others.

FLOOD/BROKEN WATERLINE

Flood

If a safety hazard exists:

- Call Building Management (206) 443.3500.
- Move critical equipment and records to safe/dry location.
- Take every precaution to minimize water damage.
- Evacuate and secure flooded areas.
- Wait for emergency personnel to arrive.

Broken Waterline

Call Building Manager (206) 443.3500 and instruct Building Manager to shut off main water valve and main power.

FIRE

Take every precaution to minimize water damage.

In the event of a fire

- REMAIN CALM. Call 911 and report location of fire (see 911 procedures)
- Activate fire alarm; alert others; call the Building Management (206) 443.3500; move everyone away from the fire.
- Use the fire extinguisher on small (wastebasket-sized) fires ONLY IF SAFE TO DO SO.

Location of Fire Extinguisher: _____

Fire Extinguisher Instructions:

P- PULL safety pin from handle

A -AIM (nozzle, cone, horn) at base of fire.

S -SQUEEZE the trigger handle.

S -SWEEP from side to side (watch for reflash)

For larger fires: GET OUT, close doors, and confine fire as much as possible.

- If your clothing catches fire, **STOP. . . .DROP. . . . ROLL.**
- If safe to do so, take loss control measures such as shut down and unplug equipment, close files, secure records and valuables, etc.
- IF DAMAGE OCCURS OR BUSINESS IS DISRUPTED: When time and circumstances permit, call Building Management (206) 443.3500.

When a fire alarm is activated:

- Proceed to the nearest EXIT. Feel door (top and bottom) for heat using the BACK of your hand. If HOT: DO NOT open. If not hot, open door SLOWLY. Stand behind the door and to one side; be prepared to close it quickly if fire is present.
- USE STAIRWAY FOR EXIT, DO NOT USE ELEVATORS (Stay low when moving through smoke). Clear stairway as quickly as possible for use by emergency personnel. Know the location of an alternate exit.
- See Evacuation section for additional information.

IF TRAPPED IN A ROOM

- Place cloth material (dampened, if possible) around/under the door to prevent smoke from entering.

- Retreat – close as many doors as possible between you and the fire. Be prepared to signal from window – but DO NOT BREAK GLASS unless absolutely necessary (outside smoke may be drawn in).

IF CAUGHT IN SMOKE

- Drop to hands and knees and crawl; hold breath as much as possible; breathe shallowly through nose and use blouse, shirt, jacket as filter (dampened if possible).

IF FORCED TO ADVANCE THROUGH FLAMES

- Hold your breath; move quickly; cover head/hair; keep head down and eyes closed as much as possible.

IN SUMMARY

Using your own common sense is the finest safety device ever developed. Above all, remember to use your head! Prepare yourself in advance; know when to go and how to get there. If your work station is located within an office, know in advance exactly how many doors you will have to pass along your evacuation route before you reach your nearest exit door. This tip will be very helpful in the event you encounter heavy smoke. Remember, when heavy smoke is present, oftentimes the exit signs above the doors may be hidden by the smoke.

POWER OUTAGE SURGE

In the event of a power outage or surge:

- REMAIN CALM. If movement is necessary, move VERY SLOWLY.
- If you feel you have an emergency, call 911 or send for someone to call 911 (see 911 Procedures)
- If the phones are working, call (or send someone to call) Building Management: (206) 443.3500
- Prevent unnecessary movement by anyone, especially in stairways, corridors, etc.
- Assign one person to monitor radio reports and to keep others informed.
- If people are trapped in elevators, make voice contact and assure them that you are getting help.
- Take steps to secure items, such as cash, negotiable items, vital records, etc.
- Ensure that the facility is secured.
- Unplug computers and other critical or expensive electronic equipment.
- Direct workflow and/or customers to another location.
- Evacuate if necessary. Use flashlight if available.

VOLCANIC ASH

Volcanic ash can be dangerous to both people and equipment. If HEAVY ash fall is expected in your area:

- REMAIN CALM. Stay in doors. Close doors, windows, and vents.
- Assign one person (refer to your Floor Warden) to monitor radio reports and to keep others informed.
- If outside, seek shelter in a car or building. Breathe through a mask or some kind of cloth (dampened, if possible).
- If inside, tape window edges and gaps in doors.
- If necessary, shut off all electric power to computer equipment. Cover equipment with plastic.

BOMB THREAT

Bomb threats are usually received by telephone or sometimes by note, fax, or letter. Most bomb threats are made by callers who want to create an atmosphere of panic. All bomb threat phone calls, regardless of how received, should be taken seriously. If you receive a note, fax, or letter, immediately contact your supervisor/manager.

If you receive a bomb threat call, follow these steps:

- REMAIN CALM
- Keep the caller on the phone as long as possible. Ask questions, get to hear their voice.
- If possible, discreetly get (a) co-worker(s) to report the threat to 911 and notify the manager/supervisor.
- Notify the Building Manager (206) 443.3500
- Refer to the **Bomb Threat Form** located in this guide.

Search for the Bomb

- If a suspicious object is located, DO NOT TOUCH IT! Report it to the local law enforcement. The decision to evacuate is the responsibility of the manager on the scene at the time of the incident. Security and local law enforcement will assist in the decision process if time permits.
- If local law enforcement recommends that there be no evacuation, then it is very important the manager on the scene contact the Building Manager at (206) 443.3500. The Building Management will review the events to confirm that the decision to remain in the building is the correct one.
- If the decision is made to evacuate, please refer to the Evacuation section of this guide.

BOMB THREAT FORM

Time of Call: _____ Time Caller Hung Up: _____

Date of Call: _____

INITIAL QUESTIONS

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.)
4. When is the bomb set to explode?
5. Where are you calling from?
6. Why did you place the bomb?
7. What does it look like?
8. What kind of bomb is it?
9. Where is the bomb right now?
10. What is your name?

AFTER THE CALL

Description of Caller's Voice

- Male
- Female
- Very Sure/Confident
- Unsure/Nervous
- Soft
- Loud
- Familiar
- Nasal
- Stutter
- Lisp

BACKGROUND NOISES

- Street Noises
- Office Machinery

- PA System
- Clear
- Phone Booth
- Crockery

(Form Continued on next page)

- Young
- Middle Aged
- Elderly
- Calm
- Excited
- Laughter
- Accent
- Normal
- Raspy
- Deep
- Ragged

- Factory Machinery
- Music
- Static
- Crying
- Motor

- Voices
 - Serious
 - Joking
 - Angry
 - Tense
 - Slow
 - Rapid
 - Distinct
 - Slurred
 - Disgusted
 - Cleared Throat
 - Deep Breathing
 - Crackling Voice
 - Animal Noise (dog, cat, etc.)

- House Noises
- Local
- Long Distance
- Other_____
- Other_____

Action:

Required Follow-up Action:

FBI:

Building Management – (206) 443.3500

Person Receiving Call:

Name:

Department

Phone:

In the event of a National Security Alert System "Red Alert" the building would go into a lockdown mode on exterior entry doors only. Entry to the building will be by access card only. Tenants would notify security of any expected visitors to the building. Elevators will not be locked down.

SPECIFIC TERRORIST THREATS

There are many important differences among potential terrorist threats that will impact the decisions you make and the actions you take. Be prepared to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene.

Stay Calm. Be Patient. Think Before You Act.

- Note where the closest emergency exit is.
- Be sure you know another way out in case your first choice is blocked.
- Take cover against a desk or table if things are falling.
- Move away from file cabinets, bookshelves or other things that might fall.
- Move away from exterior walls.
- Face away from windows and glass.
- Determine if you should stay put, "shelter-in-place" or get away.
- Listen for and follow instructions.
- Take your emergency supply kit, unless there is reason to believe it has been contaminated.
- Do not use elevators.
- Stay to the right while going down stairwells to allow emergency workers to come up.

If there is a **Biological Threat**, public health officials may not immediately be able to provide information on what you should do. However, you should watch TV, listen to the radio, or check the Internet if possible for official news.

If you become aware of an **unusual and suspicious release of an unknown substance** nearby:

- Quickly get away
- Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing.
- Wash with soap and water.
- Contact Authorities

If there is an **Explosion**:

- **Take shelter** against your desk or a sturdy table.
- **Exit** the building ASAP.
- **DO NOT** use elevators.
- **Check** for fire and other hazards.
- Take your emergency supply kit if time allows.

If you see signs of a **Chemical Attack**:

- Quickly try to define the impacted area if possible.
- Take immediate action to get away.
- If the chemical is inside the building, get out of the building without passing through the contaminated area if possible. Otherwise, move as far away from where you suspect the chemical release is.
- If you are outside the building, quickly decide what is the fastest escape from the chemical threat.

If your eyes are watering, your skin is stinging, and you are having trouble breathing, you may have been exposed to a chemical.

- Strip immediately and wash.
- Look for a hose, fountain, or any source of water and wash with soap if possible, being sure not to scrub the chemical into your skin.
- Seek emergency medical attention.

If you are **Trapped in Debris**:

- If possible, use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement so that you don't kick up dust.
- Cover your nose and mouth with anything you have at hand.

- Tap on a pipe or wall so that rescuers can hear where you are.
- If possible, use a whistle to signal rescuers.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.

If there is a **Nuclear Blast**:

- **Take cover** immediately, below ground if possible.
- Quickly **assess the situation**.
- Consider if you can get out of the area, or if it would be better to go inside of a building and follow your plan to **“shelter-in-place”**.
- To limit the amount of radiation you are exposed to, consider:
 - **Shielding**: If there is a thick shield between you and the radioactive materials, more of the radiation will be absorbed and you will be exposed to less.
 - **Distance**: The farther away you are from the blast and the fallout, the lower your exposure.
 - **Time**: Minimizing time spent exposed will also reduce your risk.

If there is a Radiation threat of a “Dirty Bomb”, you want to try to limit exposure. To limit the amount of radiation you are exposed to, consider:

- Shielding
- Distance
- Time

Determine in advance the nearest exit to your work location and the route you will follow to reach that exit in the event of an emergency. Also establish an alternate route to be used in the event your first route is blocked or is unsafe to use.

DO NOT EVACUATE UNLESS TOLD TO DO SO OR DANGER IS IMMINENT!

Then follow instructions given by emergency personnel or Building Management.

REMEMBER – If safe to do so, shut down equipment and secure items such as cash, securities, negotiable items, etc. prior to evacuation

- REMAIN CALM.
- Walk. DO NOT RUN – keep noise to a minimum.
- DO NOT USE ELEVATORS unless instructed to do so by emergency personnel.
- Locate and assist all persons with disabilities (see Disabled Persons below)
- Remove high heels to avoid tripping.
- DO NOT PUSH or crowd, use handrails in stairways – STAY TO THE RIGHT.
- Continue to follow instructions from emergency personnel or Building Management. Move to your designated evacuation point unless otherwise instructed. Check doors for heat before opening.
- Instruct emergency personnel or security to secure the area.
- DO NOT RE-ENTER area until emergency personnel advise you to do so.

FOR DISABLED PERSONS

Non-Ambulatory Persons

Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately. Needs and preferences of non-ambulatory individuals will vary. Always consult the person as to his/her preference with regard to assistance in evacuation.

Visually Impaired Persons

Most visually impaired individuals will be familiar with the immediate area they are in. In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her to safety. As you walk, tell the person where you are and advise of any obstacles. When you have reached safety, orient the person to where he/she is and ask if any further assistance is needed. Don't leave the person alone.

Hearing Impaired Persons

Persons with impaired hearing may not hear emergency alarms. An alternative warning technique is required:

- (1) Write a brief note telling what the emergency is.
- (2) Provide the person with an escort for evacuation.

EVACUATION MEETING LOCATION:

In the event of a building evacuation, the designated meeting area is located at the Southwest corner of The Art Institute of Seattle.

FLOOR

WARDEN _____

ALT. FLOOR

WARDEN _____