



Westfield[®]
CENTRE

**EMERGENCY
PROCEDURES**

JULY 2008

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EMERGENCY GUIDELINES PREFACE

The following are guidelines for your safety and are to be used in affiliation with the emergency procedure publications provided by your company.

You are in an eight story, first-class office building constructed with numerous safety features. In the event of an emergency situation, building occupants should follow the instructions contained on the following pages. These procedures are designed to minimize the loss of life and property during emergency situations. Since earthquakes, power blackouts, fires and other emergencies occur with no warning, we recommend that all tenants read the following guidelines carefully and keep it in a handy place.

The first rule to implement in an emergency is to remain calm. Remember to communicate with employees and Westfield Centre Management, and be prepared to provide medical assistance.

Now is the time to establish emergency procedures within your firm and to educate your employees.

EMERGENCY TELEPHONE LIST

WESTFIELD CENTRE MANAGEMENT (415) 512-6776

WESTFIELD CENTRE SECURITY (415) 495-7125

FIRE DEPARTMENT

Emergency Only 911

Non-Emergency (415) 558-3268

POLICE DEPARTMENT

Emergency Only 911

Non-Emergency (415) 553-0123

PARAMEDICS / AMBULANCE 911

POISON CONTROL CENTER HOTLINE (800) 222-1222

HOSPITALS

St. Francis Memorial Hospital (415) 353-6000
900 Hyde Street
San Francisco, CA 94109

San Francisco General Hospital (415) 206-8000
1001 Potrero Avenue
San Francisco, CA 94102

BUILDING SAFETY FEATURES

The life safety system in Westfield Centre includes a state-of-the-art fire, smoke and alarm detection system, and fire sprinklers throughout.

- **Smoke Detection Devices** - Devices are located throughout Westfield Centre as required by design.
- **Strobe Lights** – Strobe lights which alert hearing impaired individuals, are located throughout Westfield Centre, as required by design.
- **Alarms** - An alarm annunciates on the affected floor, plus one (1) floor above, and two (2) floors below the actual alarm floor; you will hear *three repetitive pulsing tones designed to alert floor occupants*.
- **Smoke Doors** – Located at each elevator lobby, and in the 5th Floor North Lounge, sliding Smoke Doors are triggered by an alarm to seal off the area for the specific purpose of containing and reducing the spread of smoke or fire. *DO NOT attempt to open the Smoke Doors during an alarm condition.*
- **Magnetic Door Devices** – Magnetic door devices, which hold open doors that should otherwise remain closed, have been selectively installed for purposes of convenience. During an alarm, the device releases and allows the door(s) to shut for the specific purpose of containing and reducing the spread of smoke or fire. *Never allow these doors to be blocked open by any means.*
- **Fire Extinguishers** - Extinguishers are located throughout the premises as required by design. On an annual basis, fire extinguishers should be checked by a certified technician and recharged when necessary. The responsibility for the annual check/recharge for extinguishers located *within* your suite is that of each tenant.
- **Stairwell Exits** - There are four (4) stairwell exits per floor, all of which are designated by "EXIT" signs. Stairwell ventilation is pressurized during an alarm, to prevent smoke from migrating into the stairwells.
- **Stairwell Intercoms** – Emergency intercoms are located in the stairwell vestibule on the Concourse Level, and on Floors 3 and 6. Use the intercoms to communicate pertinent information to security, such as the location of injured or disabled persons requiring assistance.
- **Generator** - In the event of a power failure, a generator will provide power for *emergency* life-safety equipment and *emergency* lighting.
- **Public Address System** – All floors and stairwells have public address speakers to convey instructions and information during an emergency. Remain calm, listen and follow instructions.
- **Elevator Recall** – During certain alarm conditions, elevators serving the alarm floor(s) are recalled to the lobby level for the exclusive use of emergency personnel. *Never use the elevators as a means of egress during an emergency.*

FLOOR WARDENS

Each tenant should select a minimum of two (2) Floor Wardens for each floor occupied, and two (2) alternate Floor Wardens. The selection of the warden should be based on such qualities as experience, management ability, and position of authority. Time spent outside the office should also be considered when making the selection. The warden is responsible for implementation of an organized plan of evacuation during emergencies and coordination and communication with other members of the building's emergency personnel. The qualification, responsibilities and duties of Floor Wardens are as follows:

1. Become completely familiar with floor arrangements, floor population, location of emergency stairwell exits and fire extinguishers. Always ensure that routes of egress remain unobstructed and that stairwell exits are not blocked.
2. Divide the floor population into groups and formulate the traffic patterns to be followed while relocating by emergency stairwell exits. Train and educate your company employees and guests on building emergency response procedures. Larger tenants may find it beneficial to select persons to assist as stairwell exit wardens, elevator safety monitors, and search persons.
3. Daily, throughout each entire floor, examine and determine that all doors to stairwells are maintained, and no exit doors are obstructed or inoperable, and that all exit signs are operable.
4. Install a program to check readiness of the auxiliary fire appliances, i.e. fire extinguishers, on your floor.
5. Maintain an up-to-date listing of all personnel with physical disabilities who cannot use stairway exits unaided, which should include women in their last trimester of pregnancy. Make arrangements to have these persons assisted when evacuation of their area is directed. Establish a preplanned "buddy system". Assign a "buddy" to assist with their safe evacuation.
6. Whenever an alarm signal sounds, Floor Wardens must have a means of identifying themselves; consider an armband or safety vest. Conduct yourself in a firm, positive and calm manner to help avoid and prevent panic.
7. Ensure that all persons on the floor are notified of a fire or other emergency, and that all people are relocated to a safe area if necessary. In the course of evacuating, and when safe to do so, search all restrooms, offices, conference rooms, closets, etc., to ensure that all persons are out. Assign competent search persons to this responsibility.
8. Maintain an updated chart designating the assignment of the Floor Wardens and other Emergency Team Members for each particular floor; provide updated copies to Westfield Centre Management.
9. Maintain current personnel listings and educate all employees on the emergency preparedness procedures.

Take an emergency walk **NOW** to establish the locations of the emergency exits and fire-fighting apparatus. Mark the locations on your floor plan. **YOU WILL NOT HAVE TIME TO READ INSTRUCTIONS DURING AN EMERGENCY.**

EMERGENCY PROCEDURES

The San Francisco Fire Department has approved an "evacuation" plan for Westfield Centre. Emergency Procedures should be conducted in a manner which allows for a quick evacuation of occupants on or near a floor threatened by fire or other danger, and keeps the stairwells clear for responding fire fighting personnel/operations.

In a fire situation, evacuation of the affected floor will begin immediately. Prior to the arrival of the San Francisco Fire Department, evacuation shall be conducted under the direction of the Fire Safety Director. The ultimate decision to evacuate part or all of the building rests with the San Francisco Fire Department who has absolute authority upon arriving at the scene.

In the event of an explosion, earthquake or other emergency, the authority to order an evacuation under any of these circumstances rests with the Fire Safety Director, pending the arrival of the San Francisco Fire Department or other appropriate Civil Authority.

During an emergency, all occupants of Westfield Centre have a responsibility to themselves, as well as to others, to remain calm, to follow instructions given by the fire department or centre personnel, and to relocate in an orderly fashion.

Should evacuation be required, REMEMBER THE FOLLOWING:

1. Floor Wardens should identify themselves, i.e., armbands or safety vests.
2. Do not panic. Remain calm and walk, DO NOT RUN.
3. Never use the elevators for either a full or partial evacuation.
4. When safe to do so, close all doors as you exit to help contain the fire.
5. Always feel the door before you open it. Use the back of your hand and check the entire length of the door. If the door is hot, do not open it since heat indicates the proximity of the fire. Use another means of exit.
6. When exiting into the stairwell, stay to the right. Be prepared to allow room for fire fighters on their way up to the fire floor. **ALWAYS** hold onto the stairwell railing as you exit.
7. If necessary, remove high-heeled shoes and carry them down with you. You will need them as you exit if there is broken glass or debris.
8. Disabled/mobility impaired people should be assisted to the stairwell vestibule. Do not attempt to relocate them yourself. The Fire Department is trained to safely remove disabled individuals and will assist in their evacuation. Floor Wardens must advise the fire department of the location of these individuals. Have a "buddy" system and arrange for someone to stay with the individual until the fire department arrives to assist.

9. In the event of a full evacuation, keep clear of the building. Stay away from traffic areas and watch for emergency vehicles. Proceed to the evacuation area, *as predetermined by your company*, and report to your Floor Warden. The Floor Warden is the designated individual who is to relay any information to the fire department.

Remember the acronym, **RACE** for the correct priority of procedures to follow in a serious incident:

RESCUE: Or evacuate anyone in immediate danger.

ALARM: Report the fire.

CONTAIN: Close all doors, confine the fire to its immediate area.

EXTINGUISH: If safe to do so, attempt to put out the fire or prevent its spread by proper use of fire extinguishing equipment.

Minor Fires

Emergency Procedures have been established to inform you of your responsibilities and your best opportunities for escaping without injuries. Minor fires, which you can extinguish without leaving the area of the fire, must be reported immediately to the Westfield Centre Management at (415) 512-6776.

Fire Prevention Tips

- Be familiar with the Emergency Procedures!
- Keep permitted electrical appliances and electrical cords in good repair at all times.
- DO NOT overload electrical circuits.
- Practice "Good Housekeeping!" Do not accumulate discarded files or shredded paper or other paper trash, do not allow doors to be blocked open and do not store materials within 18" of the ceiling.
- Store flammable or combustible materials of any type in proper airtight containers. Any oily cloths used should be stored in approved closed metal containers.

REMEMBER: In compliance with local ordinances, NO smoking is allowed within the building, including stairwells, restrooms and tenant spaces.

EARTHQUAKES

Many of the injuries during an earthquake result from falling objects. Plan NOW to minimize injury and damage. Look around your work areas and consider if bookshelves and file cabinets are secured. Are the objects in or on the cabinets/shelves heavy; have they been secured? Where are the best places to duck and cover?

DURING AN EARTHQUAKE

Take cover by ducking under a solid desk/table or brace yourself in a structural doorway. Move away from interior glass or exterior windows, and stay away from shelving! Should you seek safety in a doorway, be mindful that the door may “swing” into you.

IMMEDIATELY AFTER AN EARTHQUAKE

- Be prepared for aftershocks and remain calm. Turn on your radio for information.
- Check for injuries and administer first aid.
- Check for fire hazards, i.e. electrical appliances.
- Listen for instructions over the PA system.
- Immediately clean-up spills, such as flammable liquids or other harmful materials.

- Do NOT open closet or storage doors too quickly; objects may have fallen from shelves.
- Do NOT turn on electrical switches of any kind or touch dangling wires.
- Do NOT allow open flames of any kind, i.e., smoking or candles.
- Do NOT flush toilets.

EXTENDED PLANNING

Careful planning for the extended aftermath of a large earthquake is important; much of the devastation caused by a major earthquake can be mitigated through advance planning. Main routes of transportation may be severed and assistance may not arrive for several days. If local assistance is available, the need for widespread support will cause delays. Consequently, each tenant should plan on being self-sufficient for a *minimum* period of at least 72 hours. Consider the following as a guideline when developing a tenant plan.

- Does your firm provide adequate employee training opportunities for CPR and first aid?
- Does your firm maintain adequate first aid supplies for an emergency response?
- Have employees been advised to keep a minimum 5 day supply of prescription medications?
- Are brooms kept handy, how will you sweep up debris and prevent further injuries?
- How many flashlights should you keep on hand? Are there spare lamps on hand for the flashlights?
- Does your firm have a sufficient number of portable AM radios?
- How will flashlights and radios be charged? Are there extra batteries on hand?
- Will your firm supply drinking water and emergency food, and if so, is the supply adequate?
- Who would know how to purify water?
- Will your firm maintain a supply of blankets; even a limited supply for injured persons?
- Is there a current personnel listing at the site?
- Is your emergency equipment in a safe and accessible place?

EARTHQUAKE RESPONSE TEAM

Tenants shall designate one (1) Earthquake Response Team per floor. As with Floor Wardens, Earthquake Response Team members should be selected for their strong leadership abilities and good judgment. Consider how far away they live and how likely they are to respond quickly to an earthquake, which occurs after hours. Insure that each team member is provided with the necessary tools and training, to perform their functions.

SEARCH & RESCUE TEAM

Persons assigned to this task should immediately conduct a thorough search of the entire floor to which they are assigned, looking for injured or trapped persons. They should be completely familiar with the floor plan and floor population. Upon locating injured/trapped persons, the exact location and detailed description of injuries should be relayed to a First Aid Warden. Unless imminent danger or life-threatening injuries are present, do not attempt to extricate trapped persons until you know the extent of their injuries and until a First Aid Warden has arrived. In extreme cases requiring extrication, notify Westfield Centre Management or the authorities as soon as possible. Ideally, the First Aid Wardens are cross-trained with Search & Rescue to assist with decisions of triage and extrication.

FIRST AID TEAM

First Aid Team members should receive professional training in the area of CPR, first aid and triage. Additional responsibilities include updating first aid supplies, employee health records and their own first aid training.

FIRE SAFETY TEAM

Fire safety in the aftermath of a large earthquake should be assigned to persons familiar with the use of fire extinguishers, types of fires and how to fight them. The Fire Safety team should be completely familiar with the floor plan and types of equipment within your premises. An inspection of your premises should be conducted immediately following an earthquake and all equipment should be turned off. Other responsibilities include checking fire fighting apparatus to ensure it is in good working order at all times.

SUITE SECURITY TEAM

Suite Security is the responsibility of each tenant. Persons assigned to this task should be familiar with your firm's internal communications procedures. In some cases, it may be appropriate to restrict access or station a team member at each of your suite entrances with a current personnel listing.

EVACUATION TEAM

In the absence of an evacuation order from Westfield Centre Management, Police or other Civil Authorities, this team would be responsible for ordering an evacuation only when found safe to do so. Evacuation procedures would be followed according to those outlined for fires. Ideally, persons assigned to this task are cross-trained with the Suite Security Team to prevent employees from re-entering the suite.

BOMB THREATS

Bomb threats demand proper responses on the part of the individual receiving the call. He or she must be prepared to deal with the caller, record accurate information, and assist authorities in identifying the perpetrator. The use of a bomb threat report form (following page) will ensure that all pertinent facts are obtained and recorded. Copies of this form should be distributed to all telephone users. If you should receive such a call:

- Remain calm and try to ascertain as much information from the caller as possible, such as detonation time, floor, exact location, type and size of the bomb, reason placed, etc. If possible while still on the phone, pass a note to a co-worker to notify the Westfield Centre Management at (415) 512-6776 and an executive in your company. THEN, notify the police at 911.
- *Do NOT permit the use of two-way radios, cellular phones or other electronic devices, which may emit a signal, while evaluating a bomb threat.*
- If a suspicious device is found, **DO NOT ATTEMPT TO MOVE, TOUCH OR COVER IT.** Inform the police and Westfield Centre Management immediately. Evacuation of the immediate area is the responsibility of the Tenant.
- Westfield Centre Management will notify the other tenants as appropriate.
- If advised to evacuate by your company executive, avoid the use of elevators.

Remember, you can search your area faster and more thoroughly for a suspicious package since you know better than anyone else if it belongs. If you find a suspicious package, **DO NOT MOVE OR TOUCH IT. NOTIFY THE AUTHORITIES AND WESTFIELD CENTRE MANAGEMENT IMMEDIATELY AND LEAVE THE AREA.**

The following are points to remember when searching:

1. Look for anything strange, out of the ordinary, or in a place other than its usual location.
2. Look high and low, not just at eye level.
3. Begin at one end of your work area and work methodically to the opposite end.
4. Do not rely on random searches in logical places.
5. Bombs are concealed most easily in those areas, which have the easiest access.
6. An important key to an effective and speedy search is the maintenance of a clean and well-organized work area.

The nature of a bomb threat requires that each situation be evaluated on a case-by-case basis. Prior to an evacuation order issued by local authorities, the responsibility for ordering an evacuation will reside with the senior officer in attendance of each individual tenant space. Westfield Centre Management will advise you of all information on a timely basis.

BOMB THREATS VIA MAIL

If you have reason to believe that your firm could be a victim of a bomb threat via mail delivery, consider the following package characteristics as published by the USPS.

- Excessive Postage
- Restrictive Endorsements such as “Personal” or “Confidential”
- Misspelled Words
- Addressed to Title Only
- Rigid or Bulky
- Badly Typed or Written
- Fictitious, Unfamiliar, or No Return Address
- Strange Odor
- Lopsided
- Oily Stains on Wrapper
- Wrong Title with Name
- Protruding Wires

If a package or parcel appears suspicious, **DO NOT MOVE, TOUCH OR COVER IT**. Clear all occupants from the area and notify both your supervisor and Westfield Centre Management at (415) 512-6776.

BOMB THREAT CHECKLIST

INSTRUCTIONS: LISTEN, DO NOT INTERRUPT THE CALLER EXCEPT TO ASK:

1. **When will it go off?** _____
2. **Where is it planted?** _____
3. **What does it look like?** _____
4. **What floor is it on?** _____
5. **Why are you doing this?** _____
6. **Who are you?** _____

CALL RECEIVED BY: _____ TIME OF CALL: _____ DATE OF CALL: _____

DESCRIPTION OF CALLER: _____ Male _____ Female _____ Adult _____ Juvenile

APPROXIMATE AGE OF CALLER: _____

VOICE CHARACTERISTICS		SPEECH		LANGUAGE	
____ Loud	____ Soft	____ Fast	____ Slow	____ Excellent	____ Good
____ High Pitch	____ Deep	____ Distinct	____ Distorted	____ Fair	____ Poor
____ Raspy	____ Pleasant	____ Stutter	____ Nasal	____ Foul	____ Other
____ Intoxicated	____ Other	____ Slurred	____ Precise		

USE OF CERTAIN WORDS OR PHRASES:

ACCENT		MANNER		BACKGROUND NOISES	
____ Local	____ Not Local	____ Calm	____ Angry	____ Office Machines	____ Street Traffic
____ Foreign	____ Regional	____ Rational	____ Irrational	____ Factory Machines	____ Airplanes
____ Race	____ Other	____ Coherent	____ Incoherent	____ Bedlam	____ Trains
EXPLAIN:	EXPLAIN:	____ Deliberate	____ Emotional	____ Animals	____ Voices
		____ Righteous	____ Laughing	____ Quiet	____ Music
		OTHER:	OTHER:	____ Mixed	____ Party

MEDICAL EMERGENCIES

In the event of a medical emergency, first aid can be summoned by dialing 911. Stay calm and be prepared to describe the exact location and condition of the victim. DO NOT hang up the phone until instructed to do so by emergency personnel. It is essential that you notify Westfield Centre Management as soon as practical, to allow Westfield Centre Security to ready the freight elevator for direct use by the EMTs. Companies may wish to maintain brief health files on employees, which include medical histories, chronic problems, allergies and medications.

POWER OUTAGES

Should a power outage occur, Westfield Centre is equipped with an emergency generator for emergency equipment and lighting. Elevators should be checked and trapped passengers reported to Westfield Centre Management. You can assist by turning off all unnecessary electrical equipment to reduce the power load. DO NOT attempt to use the elevators under any circumstances.

HAZARDOUS MATERIALS

It is the responsibility of each tenant to abide by all applicable federal, state, municipal and local laws, statutes and ordinances concerning the handling of hazardous materials and their proper disposal. Copies of all Material Data Safety Sheets (MSDS) for all hazardous materials must be provided to Westfield Centre Management.

It is unlikely that hazardous chemicals will be stored or used on the premises in sufficient quantities to create risk. Should such an accident occur within the area, the San Francisco Fire Department would likely be the first to respond.

Should an accident occur involving hazardous materials, it is imperative that employees stop and listen carefully to instructions. You may be requested to “shelter in place” or evacuate through a particular stairwell and relocate to a designated area. FOLLOW INSTRUCTIONS!

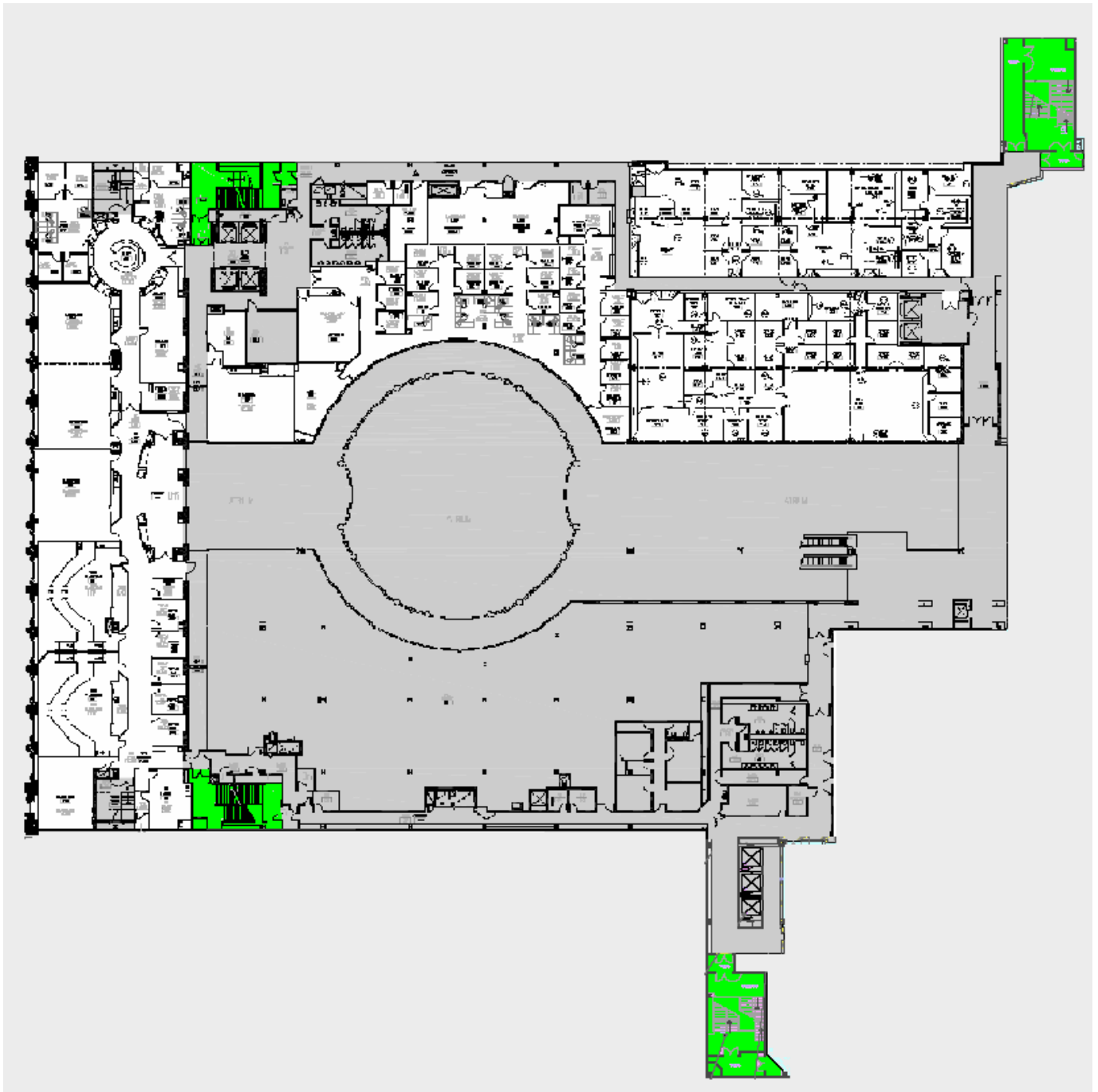
CIVIL DISORDER

Although the possibility of civil disorder causing disruption is unlikely, be prepared. If participants enter your suite, be courteous and discreetly contact the police department by dialing 911. Always stay away from windows and employees should stay away from any demonstration. In the event of a serious disturbance, Westfield Centre Management may find it necessary to limit some services to protect occupants or property.

VISITOR AWARENESS

It is important that visitors are advised of the emergency plans. Prior to any large meeting, advise guests of the locations of exit stairwells and to listen to instructions.

Emergency Exit Stairwell Locations San Francisco State University 5th Floor



Emergency Exit Stairwell Locations San Francisco State University 6th Floor

