

Montgomery Executive Center

Tenant Emergency Procedures Manual



EMERGENCY

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Montgomery Executive Center Emergency Procedures

Overview

The Montgomery Executive Center office building has been designed to meet or exceed applicable Building Code Requirements for the safety of tenants and visitors. Nevertheless, certain situations may occur which require the prompt response, complete cooperation and swift action of tenants for both their personal security and welfare and the protection of their premises.

It is important to note that the Life Safety and Property Protection Systems in place at Montgomery Executive Center will only provide the designed security benefit if people respond accordingly.

This manual should be read, understood, reviewed periodically and followed by everyone in the tenant's organization. The property management staff is always available to answer any questions regarding its content or any other life safety issues.

Each tenant is required to appoint two individuals within their organization to serve as Fire Warden and Assistant Warden. Each should receive one copy of the Building Emergency Systems and Procedure Manual.

It will be their responsibility to:

1. Ensure that all employees thoroughly understand the procedures.
2. Personally execute certain procedures and direct the action of the tenant's employees during an emergency.
3. Act as the communications contact between the tenant's employees and Public Security Organizations such as the Fire and Police Departments or the Property Management Office in the event of an emergency.

Please fill out the attached Fire Warden Identification Form and return it to the Property Management Office.

Fire and Evacuation Procedures

The following elements are the basic requirements for a comprehensive Fire/Evacuation Procedure.

A. Notification

1. During normal working hours
 - a) Fire Department or other Emergency Service
 - b) Building Management
2. After hours and weekends
 - a) Fire Department or other Emergency Service
 - b) Property manager
 - c) Other personnel as required by after hour notification list.

B. Emergency Personnel and Responsibilities

1. Fire/Life Safety Director (Property Manager)
 - a) Primary responsibility is to coordinate and implement an effective evacuation of all customers in case of fire or other emergency requiring evacuation.
 - b) Be familiar with the written Fire/Evacuation Procedure providing for fire drill and evacuation procedures in compliance with applicable codes.
 - c) Distribute written copies of the Fire/Evacuation Procedure to all customers, custodial personnel and employees of the building.
 - d) Conduct semi-annual mock fire drills and prepare a written critique of the fire drill.
 - e) Be responsible for insuring that Floor Wardens for each floor and customer are designated, trained and maintained.
 - f) Be Responsible for maintaining the Fire/Evacuation Procedure and for periodically checking the availability of the Floor Wardens.
 - g) Notify the customer when any of their designated individuals is neglecting their responsibilities contained in the Fire/Evacuation Procedure and resolve the problem.
 - h) Be Responsible for the scheduling of training for all designated Emergency Personnel.
 - i) In the event of a fire or other emergency, shall report to the Fire Command Station to supervise, provide for, and coordinate the following:
 - 1) Manning of the Fire Command Station.
 - 2) Directing the evacuation as detailed in the Fire/Evacuation Procedure

- 3) Check off evacuated floors from the Fire Command Station as the Floor Wardens confirm evacuation is complete.
 - 4) Reports on the conditions of the fire floor to the Fire Department on their arrival.
2. Assistant Fire/Life Safety Director (Assistant Property manager or designee)
 - a) Is responsible for the effective implementation of the Fire/Evacuation Procedure and for the actions taken by the floor wardens prior to the arrival of emergency personnel. Other responsibilities include assisting the Emergency Personnel Supervisor by briefing as to the seriousness of the emergency, the location and type of emergency, and indicating what actions have been taken prior to their arrival.
 - b) Conduct maintenance checks of all emergency equipment and systems and maintain written records of these checks as required.
 - c) Assumes the duties of the Fire/Life Safety Director in case they are out of the building.
 - d) Provides structural information on the building and its immediate condition to the Fire Department upon their arrival.
 - e) Check stairwell pressurization fans.
3. Floor Wardens
 - a) The customer or customers of each floor shall, upon request of The Property Manager, make responsible and dependable employees available for designation as Floor Wardens.
 - b) Each Floor Warden shall be familiar with the Fire/Evacuation Procedure, the location of exits and the location of any available portable fire equipment.
 - c) Floor Wardens should be familiar with the personnel that occupy their area and give priority assistance to those with physical or mental limitations.
 - d) In the event of a fire or fire alarm, the Floor Warden should:
 - 1) Ascertain the location of the fire.
 - 2) Direct the evacuation of the floor in accordance with the directions received from the Fire Command Station and the following guidelines.
 - i. Check the environment in the stairwell prior to entry for evacuation. If it is affected by smoke, an alternate stair shall be selected and the Fire Command Station notified.
 - ii. Assign escorts to personnel with physical or mental limitations. Inform the Fire/Life Safety Director of locations with personnel unable to evacuate. When physical

limitations prevent normal use of the stairwell, the two-man team will stage outside the stairwell entrance for evacuation by fire department personnel. The two-man team will monitor stairwell use and relocate to the stairwell interior as use decreases. The escort will assist in relocating personnel to an alternate floor in the event unsafe conditions occur on the staging area floor.

- iii. After the entire floor is evacuated, call the Fire Command Station to inform that their floor is clear and there are no problems. If for some reason the Floor Warden cannot get through on the phone, then they should immediately go to the Fire Command Station in person and verify with the Fire/Life Director that their area is safe and evacuated.
- iv. Ensure that all occupants are notified of the emergency and that they proceed immediately to execute Fire/Evacuation Procedures.

3. Building Staff Emergency Procedures

- a) Report to assigned duty stations detailed by the Property manager as required by local codes and ordinances.
- b) On visual discovery of a fire, smoke or other evidence of fire
 - 1. Isolate fire - by closing door if possible
 - 2. Notify Fire Department
 - 3. Notify Fire Safety Director or Supervisor
 - 4. Evacuate - Sound the alarm to begin evacuation immediately
 - 5. If possible, attempt to extinguish fire, being careful not to jeopardize your personal safety.
 - 1) If you cannot extinguish the fire safely and quickly leave the area.
- c) Response to an Alarm
 - 1) If you hear an alarm immediately report to your assigned duty station or the Fire Command Station as required.
 - 2) Use stairways not elevators
 - 3) Always check doors before opening. Feel them for heat.
 - 4) Be prepared to turn off any utilities as requested by the Fire Department
 - 5) Be available to assist Fire Department Personnel, if requested, after their arrival.

C. Customer Procedures

- 1. Reporting a fire in your suite:
 - a) Call the Fire Department: 911
 - 1) Report address

- 2) Report floor and suite number
 - 3) Report nature of fire
 - b) Call Management Office:
 - 1) Report floor and suite number
 - 2) Report nature of fire
 - c) Remain calm so as to be able to advise and/or assist others
 - 1) Alert all persons and assist disabled persons if necessary
 - 2) Close doors to confine fire if possible
 - 3) Walk to the nearest fire exit(stairwell) **DO NOT USE ELEVATORS**
 - d) **Pull the Fire Alarm** before entering stairwell.
2. Reporting a fire outside your suite:
- a) Follow same procedure as in 1. above
 - b) If smoke and heat are evident in the hallway outside your suite and you are unable to leave, proceed as follows:
 - 1) Notify building office of your situation.
 - 2) Close as many doors as possible between you and the fire.
 - 3) Try to seal the bottom of all doors with a wet towel or other material.
 - 4) Maintain communication with the management Office until rescued.

D. Fire Drills

1. To have an effective Fire/Evacuation Program it is necessary that training be given to all occupants in the building. This is accomplished through practice fire drills
- a) Practice fire drills may be required by state or local ordinances, Building Management or the owners. At least three (3) to five (5) floors should participate at the same time. These should be scheduled in advance and all affected parties notified. The purpose is to instill in the minds of all occupants the correct procedures necessary to insure the safety of the occupants, familiarize all participants with the alarm sounds and signaling, and to jointly test the building emergency equipment and staff duties.
 - b) Practice fire drills give the floor wardens the opportunity to test themselves with regard to their duties and to note the occupants response and attitude to the fire drill
 - c) Checkpoints
 - 1) Fire Warden performance and attendance
 - 2) Switchboard communication effectiveness
 - 3) Building staff performance
 - 4) Fire Command Center performance per instructions
 - 5) Building alarm system performance-all alarms and strobes working properly, other emergency system start-up (stairwell pressurization, etc.) and other building system shut down (HVAC systems, etc.).

2. The drill will be considered complete after:
 - a) Complete or simulated evacuation of all selected floors
 - b) All personnel have been accounted for
 - c) All equipment has been returned to a state of readiness
2. All problems associated with the drill should be documented to assist in the post drill evaluation.

E. Fire Alarm System Operation

1. Provide instructions as to the operation system such as:
 - a) To activate system go to the nearest exit stairway and locate the Fire Alarm Pull Station. Pull the operating lever all the way. The alarms will sound immediately throughout the floor and the alarmed floor will be identified at the Fire Command Station. The Fire Department will be immediately notified by the monitoring company or security personnel. However, always call the Fire Department.
 - b) Provide instructions on how to activate the alarm and de-activate elevator lobby areas that are secured through electronic locking devices.
2. Provide instructions for the operation of the Emergency Voice Annunciation System
3. Fire Alarm and evacuation announcements such as:
 - a) **DO NOT PUSH "ALL CALL" BUTTON**
 - b) **DURING WORKING HOURS:**
 - 1) **IN CASE OF ALARM OR REPORT OF FIRE/SMOKE, RECITE THE FOLLOWING:**
 - 2) May I have your attention please! May I have your attention please! An alarm has been activated on the_____ floor. The Fire Department has been notified and is responding. Occupants on floors (floor below), (fire floor) and (floor above) please proceed to the nearest stairwell exit and prepare to evacuate. [Repeat One Time].
 - 3) **IN CASE OF ACTUAL FIRE OR SMOKE RECITE THE FOLLOWING**
 - 4) May I have your attention please! May I have your attention please! An alarm has been activated on the_____ floor. The Fire Department has been notified and is responding. Occupants on floors (floor below), (fire floor) and (floor above) must immediately. Proceed to the nearest stairwell exit and evacuate the floor. Fire Wardens conduct an immediate evacuation of floors (floor below), (fire floor) and (floor above) [Repeat One Time].
 - 5) **STAND BY**
 - 6) May I have your attention please! The alarm condition is still being investigated. Please wait for further instructions.

- 7) **STATEMENT ALL CLEAR** (Activate alarm floor, floor above and floor below only)
- 8) May I have your attention please! May I have your attention please! The alarm that was activated on the floor has been investigated and we have an all clear from the Fire Department. You may now return to your normal activities. [Repeat One Time].

c) AFTER HOURS

- 1) IN CASE OF A FIRE ALARM, SEEING SMOKE OR FLAMES, OR SMELLING SMOKE, RECITE THE FOLLOWING:

May I have your attention please, May I have your attention please! An alarm has been activated on the _____ floor. The Fire Department has been notified and is responding. Occupants of floors (floor below), (fire floor) and (floor above) must immediately proceed to the nearest stairwell exit and evacuate the floor. (Repeat One Time).

- 2) STAND BY

May I have your attention please! The alarm condition is still being investigated. Please wait for further instructions.

- 3) **STATEMENT ALL CLEAR** (Activate alarm floor, floor above and floor below only)

May I have your attention please! May I have your attention please! The alarm that was activated on the floor has been investigated and we have an all clear from the Fire Department. You may now return to your normal activities. [Repeat One Time].

F. Floor Warden Roster

1. Maintain list of all floor wardens, their floor and telephone number.
2. Update list as required to account for new customers and personnel changes.

G. Mobility Impaired Occupants

1. Names, telephone numbers, office locations and any special instructions for all mobility impaired building occupants

H. Building Floor Plans

1. Maintain a complete set of floor plans showing all exits, all fire hose cabinet and fire extinguisher locations, and the location of all pull stations.
2. Update as required by code, new construction or renovation.

I. Other Requirements

1. List any special conditions, special occupancies, storage of flammable materials, liquid or compressed gasses and other potential hazards.
2. Maintain a complete MSDS (Material Safety Data Sheet) Binder in the Fire Command Station.

Fire Stairwells

Fire Stairwells are designed for emergency use and unlock for the purpose of egress in an emergency situation. Please do not prop stairwell fire doors open; doing so defeats a major safety system. Access into the stairwells is always available; however, once inside, exit can only be made on the ground floor, except by limited key access. There are 2 stairwells serving each floor.

Important Note

If the audible alarm within the building sounds, please do not call the Management Office, unless you have something specific to report. Building Management is aware of the noise, as well as the source of the alarm, whether it's false or a legitimate emergency. Please keep the telephone lines clear so that Management may attend to the situation as quickly and efficiently as possible.

Tests and Inspections

Fire/Life Safety Systems will be tested on a regularly scheduled basis, as required by applicable legal requirements. Tenants will be notified in advance when their participation is required or when building services will be impacted.

Fire alarm drills will be conducted semi-annually between the hours of 8:00 a.m. and 5:00 p.m. Tenants will be notified of approximate testing dates and times in advance. All tenants are expected to participate in the fire drills.

Inspections of office spaces for fire code violations will be performed on a random basis. The Engineering staff is available to all tenants with questions on fire code requirements.

Inspection of building fire extinguishers is performed on an annual basis and recharged when needed. Tenants that wish to have their suite fire extinguishers and fire safety systems inspected at the time of the buildings inspection may do so and be billed separately for the service. You will receive advance notification for scheduling this service. Tenants are required to have their own fire extinguishers and fire safety systems checked annually.

FIRE WARDEN IDENTIFICATION FORM

BUILDING: MONTGOMERY EXECUTIVE CENTER

Company Name

Updated on (date)

Designated Fire/Safety Warden

Office Phone Number

Office Location (Floor, office number)

Emergency After Hours Phone Number

Designated Assistant Fire/Safety Warden

Office Phone Number

Office Location (Floor, office number)

Emergency After Hours Phone Number

Note: This form should be updated as changes are made and promptly forwarded to the Property Management Office.

Bomb Threat

ALL BOMB THREATS MUST BE TAKEN SERIOUSLY

- TELEPHONE BOMB THREAT - Click here to download a Bomb Threat Information Form
 1. Be CALM and courteous.
 2. If possible, WITHOUT letting the caller know, enlist the aid of fellow employees to notify the Gaithersburg Police Department at 911 and then the Property Management Office at 202-503-1800, and supply the following initial information:
 - Company Name
 - Suite Number/Floor
 - Name and telephone number of employee making the call
 3. Obtain as much information as possible; refer to the Bomb Threat Information Form at the end of this section. At a minimum, try to find out:
 - Exact location of the device
 - Time set for the explosion
 - Description of the device
 - Reason the caller has placed the bomb
 - Exact words used by the caller
 4. After getting as much key information as possible from the caller, you should provide this information to: FIRST, Gaithersburg Police Department at 911; and SECOND, the Property Management Office at 202-503-1800.
 5. REMAIN CALM, DO NOT SCARE FELLOW EMPLOYEES AND WAIT FOR INSTRUCTIONS FROM YOUR MANAGER, FIRE/SAFETY WARDEN OR POLICE OFFICER.

Once the Property Management Office has been notified of a bomb threat, it is our policy to notify each tenant contact. The decision to vacate is made at the discretion of each individual tenant, except when specifically ordered to do so by the Police.

In the event that you are asked to evacuate the building: (a) take your most critical personal belongings (such as purses, handbags, wallets, keys, briefcases), lock your own desk and files and exit your suite promptly; (b) do NOT use the elevator; (c) when you emerge from the building, please move away from the entrances to allow access by emergency personnel. All employees should meet with the designated Fire/Safety Warden and/or Assistant Safety Warden.

6. Do NOT re-enter the building until clearance has been given by the Engineer or the Property Manager.

IF YOU DISCOVER A SUSPICIOUS LOOKING PACKAGE OR ENVELOPE

DO NOT MOVE OR TOUCH THE QUESTIONABLE PACKAGE OR ENVELOPE.

1. REMAIN CALM.
2. Clear the immediate area where the package or envelope has been discovered.
3. Notify the Gaithersburg Police Department at 911 with the following key information:
 - Company Name
 - Suite Number/Floor and building address
 - Name and telephone number of employee making this call
 - Details of the suspicious looking package or envelope
 - Location of the suspicious looking package or envelope
4. Notify the Property Management Office at (202) 503-1800 with the same information.
5. REMAIN CALM, DO NOT SCARE FELLOW EMPLOYEES, AND WAIT FOR INSTRUCTIONS FROM YOUR MANAGER, FIRE/SAFETY WARDEN, OR POLICE OFFICER.

The Property Management Office will notify your firm's tenant contact in addition to taking other steps. It is our policy that each tenant make their own decision as to whether it is appropriate to evacuate the office, except when specifically ordered to do so by the Police.

In the event that you are asked to evacuate the building, follow the procedures above.

WHAT NOT TO DO UPON RECEIVING A BOMB THREAT OR DISCOVERING A SUSPICIOUS LOOKING PACKAGE OR ENVELOPE: (from area Bomb Squad)

- DON'T ignore bomb threats.
- DON'T touch suspected explosives.
- DON'T move the object.
- DON'T open the object.
- DON'T place object in water.
- DON'T shake the object.
- DON'T cut wires.
- DON'T pull wires.
- DON'T cut string.
- DON'T pull fuses.
- DON'T stamp out fuses.
- DON'T open glued packages.
- DON'T pass metallic tools near suspected bomb.
- DON'T move switches.
- DON'T release hooks.
- DON'T smoke near suspected bombs.
- DON'T carry bomb outside.

- DON'T carry bombs period.
- DON'T place near heat.
- DON'T place near vital equipment.
- DON'T investigate too closely.
- DON'T use insulating materials (bomb blankets or sandbags).
- DON'T move the bomb away from the people -- move the people away from the bomb.
- DON'T get near bomb.

STAY AWAY FROM BOMBS!

**BOMB, CHEMICAL AND/OR BIOLOGICAL THREAT
CHECKLIST**

“Stay Calm”

TIME CALL RECEIVED _____

CALLER ID

YES _____ NO _____ NUMBER _____

VOICE

SEX Male _____ Female _____ Unknown _____

AGE _____

RACE _____

ACCENT Yes _____ No _____ Describe _____

WAS VOICE DISGUISED? Yes _____ No _____

BACKGROUND NOISE

LAUGHTER _____ MUSIC _____ VOICES _____ NONE _____ OTHER _____

ACTUAL WORDS USED (as close as possible):

TIME THREAT BECAME PRESENT OR BOMB IS TO EXPLODE _____

LOCATION OF BOMB, CHEMICAL AND/OR BIOLOGICAL AGENT _____

REASON GIVEN FOR THREAT

- ❖ CALL BUILDING MANAGER AND CHIEF ENGINEER
- ❖ CALL POLICE – Check Real Estate Standards 17.1.10 - “Critical Questions To Ask”

Medical Emergency

In the event that someone in your office should have a heart attack or stroke, do the following:

1. Call 911 and tell the emergency operator to send an ambulance to 6 Montgomery Village Avenue, Gaithersburg, MD.
2. Notify the Property Management Office at 202-503-1800.

A tenant representative should meet the ambulance crew in the lobby and direct them to a waiting elevator. From there the crew will be taken to the victim's location.

Emergency Contacts

All Emergencies	911
Building Management Office	(202) 503-1800
After Hours Emergencies	(202) 503-1800
Fire Department (non-Emergency)	(301) 948-0660
Police Department (non-Emergency)	(301) 258-6400
Shady Grove Adventist Hospital	(240) 826-6000

Severe Weather/Natural Disasters

Hurricanes/Tornadoes/Earthquakes/Floods

Hurricane Terms

- **Hurricane** - Tropical storm with winds of 75 mph or greater accompanied by rain, thunder, lightning, and tornadoes.
- **Hurricane Watch** - Issued by Weather Service when a coastal region and specific areas mentioned in Watch have a real possibility of being hit. It does not mean danger is imminent for area mentioned.
- **Hurricane Warning** - Issued by Weather Service for a specific area that the storm is expected to hit within the next 24 hours. The storm's path can change rapidly and advisories must be monitored closely for changes in direction or intensity.

A. **Advanced/Action Plan for Hurricanes**

1. **Level of Operational Readiness: CODE – YELLOW**

- a. Review hurricane procedures list. Walk around the property looking for items that could become problems during the heavy rains and high winds associated with a hurricane such as:
 - i. Loose materials or objects on the roof of the property.
 - ii. Contact owner and/or managers of adjacent buildings to request similar survey of roofs as mentioned above.
 - iii. Obstructions or construction on the street could cause excessive run-off water to flow onto the property.
 - iv. Be sure that windows and doors of penthouse at the roof level fit tightly and louvers are covered.
 - v. Make sure that all surface drains and roof drains are free from debris.
 - vi. Update Hurricane Supply List (Exhibit "A"). Restock to minimum inventory levels.
- b. Property Manager and Chief Engineer should establish and maintain an emergency providers list, along with their emergency/after hour contact phone numbers. These should include cell phone and/or home phone numbers for the principals of the emergency response company.
 - i. Utilities
 - ii. Electrical Contractor
 - iii. Flood water Extraction/Restoration
 - iv. HVAC Contractor

- v. Phone service provider
- vi. General Contractor
- vii. Diesel fuel delivery company
- viii. Insurance Company
- ix. Asset Manager
- x. Immediate Supervisor
- xi. Others as may be required

Arrangements should be negotiated in advance with the above vendors and suppliers. Vendors should provide priority services levels following the storm abatement.

- c. Identify the secure location in which Building Team could take refuge during a storm. A secure location can be defined as a structurally strong interior area of the building that is safe from wind driven objects that can penetrate curtain walls and interior walls, and is high enough to be above the highest level of water expected with the storm surge and/or local flooding.
2. **Level of Operational Readiness: CODE – ORANGE** - Action Steps When A Hurricane Watch Is Issued (CODE ORANGE – Storm expected with 48-60 hours of arrival)
- a. Select a Standby Crew * to be present in building in shifts to make emergency repairs and to provide necessary building operations. Review the following Hurricane Watch Checklist:
 - i. Sufficient flashlights with adequate extra supply of replacement batteries
 - ii. Check roof for loose, unsecured items - cooling towers, loose panes, etc.
 - iii. Secure any antennas on roof or balconies
 - iv. Make sure roof drains are free of debris
 - v. Be sure portable sump pump is operational and extra fuel is available
 - vi. Check to be sure sandbags or plastic liners are in adequate supply
 - vii. Inventory emergency temporary repair supplies to be sure they are present in sufficient quantity
 - viii. Check surface sewer drains to be sure they are clear of obstructions
 - ix. Check all landscape and garage drains to be sure they are clear of obstructions

- x. Check first aid kit supplies
 - xi. Check supply of fresh batteries for portable radios
 - xii. Be sure all pocket pagers are working
 - xiii. Check supply of extra fuses
 - xiv. Load of sand - fill sandbags or have minimum quantity on hand to secure entry/exit doors, roof, balcony doors, etc.
 - xv. Check emergency lighting operated on batteries when utility fails
 - xvi. Check operation of sewage and sump pumps
 - xvii. Inventory Hurricane equipment and material and update perishables or restock as required should a Code Red situation (Hurricane Warning) be issued.
- b. Alert all Hurricane Watch personnel to standby in case Hurricane Warning issued.

Standby Crew is a voluntary crew. A Standby Crew should be identified prior to start of Hurricane Season. Steps should be made by the Standby Crew in advance of Storm arrival for the safe refuge of their family, pets, medications required, etc., during the time away from home assisting in the emergency preparations, during and the after or recovery operations at the Building.

- c. Building Management Staff will take the following action:
- i. Bring potential flying objects indoors.
 - ii. Pre-test building auxiliary power for emergency lighting, etc., to insure its availability.
 - iii. Check emergency supplies (see Section V) and restock as required.

4. **Level of Operational Readiness: CODE – RED - Action Steps When a Hurricane Warning Is Issued (CODE – RED - Storm is expected to arrive within 48 hours)**

- a. Review again the items on the Hurricane checklist and perform the following the following:
- i. Set-up a work schedule for your Standby Crew *

* Buildings should not be staffed with Stand-by crew unless there is secure/adequate safe refuge within the building's core and above the expected highest possible level of water. It is not recommended that buildings be staffed during Category 4 or higher-level storms.

- ii. Acquire adequate (minimum 5 day supply) emergency drinking water and non-perishable food for Standby Crew
- iii. Tie-down, secure, or bring in and store:

- 1) Outside furniture
 - 2) Outside walk-off mats
 - 3) Outside plants in individual containers (if applicable)
 - 4) Flags
 - 5) Outside trash receptacles
 - 6) Any construction materials stored on property
 - 7) Fire-hose covers from upper garage levels
- iv. Secure all roof hatches.
 - v. Secure all secondary entrances to property
 - vi. Seal elevator penthouse louvers with plywood on outside & plastic sheeting on inside to keep out blowing rain
 - vii. Park elevator cars at an intermediate landing and disconnect power supply. The elevator cars should not be parked at either the lowest or highest landing. If the car is at the top landing and the pit fills with water, the counterweight roller guides will get wet and be badly damaged. The elevators should not be used after the hurricane has started.
 - viii. Remove all automobiles from ground level of garage
 - ix. Secure all possible electrical equipment
 - x. Secure all fuel supply lines
 - xi. Communicate with tenants
 - xii. Request that doors to exterior offices are closed, mini-blinds are raised, desktops cleared, computers, etc. turned off and disconnected.
 - xiii. Notify Madison Marquette corporate office and building owner that the Hurricane Procedures have been instituted, and Building is observing "after-hour" entry/exit procedures, complete "Lock Down", etc. If Building is to be staffed, a list of personnel in attendance should be provided to corporate office.
- b. If a hurricane due to strike within 48 hours, tenants should initiate and complete preparations in sufficient time to allow employees to leave work to secure their homes prior to the expected arrival of gale force winds. If a hurricane warning is issued during normal building hours, all tenants will be notified by building management and instructed to evacuate as expediently as possible. The following preparations should be made in each suite before evacuating:

- i. Clear all desks, credenzas and filing cabinets of loose articles and store in file cabinets or closets.
 - ii. Close all doors to all exterior offices
 - iii. Raise all mini-blinds to help prevent glass breakage from damaging blinds.
 - iv. Back-up and turn off all computers, copiers, printers and appliances and unplug from power source to prevent damage from power surges/spikes. If possible, move them away from the windows. Large computers/servers should be switched to their back-up or alternate sites, shut down, and power disconnected, when feasible.
 - v. No parking will be allowed on the lower levels of the garage, only on the second level and above.
 - vi. Public Utilities / Tenant Responsibilities
 - 1) Auxiliary Power: During disasters that cause loss of primary power, the power company will work to restore service as quickly as possible. Tenants with vital emergency power requirements should make advance arrangements for alternate power sources, prior to Hurricane Season.
 - 2) Telephone Service: Telephone service may be interrupted during severe weather. Telephone companies are capable of installing emergency service lines to tenants having compatible switching equipment. Tenants requiring emergency service should ask their telephone representative for specific information.
- c. During the storm the following actions should be taken by the Building Staff: (CODE – RED - Storm is predicted within 48 hours of arrival)
- i. Frequent contact will be maintained with the U.S. Weather Service.
 - ii. Building patrols will be performed continually by the security officer on duty, the Property Manager and engineering staff, prior to the Storm’s arrival, and during lulls in the Storm to monitor building condition.
 - iii. Emergency repairs will be made when weather permits.
 - iv. The Building Team should stay within secure premises during the Storm. Personnel should not be near glass windows or venture outside the Building during high winds.
- 5. Level of Operational Readiness: CODE – BLUE - Action Steps after the Hurricane Has Passed (CODE BLUE)**

- a. Survey the property and building for wind or water damage. Prepare a list of damages. If possible, take pictures of emergency repairs and items or areas damaged to aid in filing insurance claims.
- b. Notify Madison Marquette corporate office and building owners of status of building and the extent of any damages to property.
- c. Perform the following checklist of specific areas prior to opening the building for normal operations:
 - i. Have someone available to take tenant calls and questions
 - ii. Check electrical vault to be sure it is not under water or has not been flooded. If it has, be sure to contact utility company before starting up building operations.
 - iii. Remove plywood and plastic sheeting from penthouse louvers
 - iv. Check elevator pit and penthouse to be sure that it is not flooded before restoring elevator service
 - v. Check tenant spaces for broken window glass and/or water damage. Repair and clean as necessary to restore space for occupancy.
 - vi. Clean up debris around property
 - vii. Pick-up sand bags
 - viii. Set outside furniture, trash receptacles, walk-off mats; put plants and fire hose covers back in place.
 - ix. Contact night cleaning crew to arrange any additional cleaning.
- d. After the storm, the following actions will be taken by the Building Staff: (CODE – BLUE)
 - i. A thorough search for safety hazards will be conducted.
 - ii. Repairs will be made as quickly as possible.
 - iii. Constant communications will be maintained with Public Utilities until all disrupted service is restored.
 - iv. The Building Management Staff will be available to advise tenant representatives of the condition of the building and its ability to be re-opened for normal use.

Tornadoes

- Although the occurrence of tornadoes in the Washington Metropolitan Area is rare, it can happen. Please follow the instructions given below:
- Move away from the perimeter of the building.
- Close the door to all exterior offices.
- Go to the center of the building.
- Sit down and protect your head with your arms.
- Do not evacuate the building.
- Do not use the elevators.
- If you are caught in an outside office, seek protection under a desk, as far away from the glass as possible.
- REMAIN CALM, and encourage those around you to do the same.
- Wait for further instructions from the Property Management Office or Emergency Personnel.

Earthquakes

A. Background

1. The potential for an earthquake exists in every part of the country. However, certain areas of the country are more seismically active and the state and local governments in these areas have enacted regulations requiring employers to develop emergency procedures for the protection of their employees should an earthquake occur.

B. Before an Earthquake Happens

1. Have these basic emergency supplies on hand:
 - a) Portable radio (with extra batteries)
 - b) A few flashlights (with extra batteries)
 - c) A well-stocked First Aid Kit (including shock/fire retardant blanket)

C. During an Earthquake (Tenant)

1. Take shelter away from windows and seek protection under tables, desks or other objects, which offer protection from flying glass and debris.
2. Do not leave the sheltered area until the quake is over. An earthquake usually lasts less than one minute.
3. Stay clear of bookcases, file cabinets, windows and similar items.
4. Turn off electrical equipment (on tenant floors)

5. Don't use matches if power fails.
 6. Wait for instructions from Fire/Life Safety Director
 7. Remain calm.
 8. Be prepared for aftershocks.
- D. After the Earthquake Is Over (Tenants)
1. Floor Team Leaders will assess the situation, checking for injuries, fire or other hazardous conditions.
 - a) Turn on radio for emergency information; avoid use of telephones.
 - b) Institute a head count of your personnel and report to Floor Team Leader for floor total.
 - c) Check for injuries (call 911, if necessary):
 - 1) If anyone has stopped breathing, give mouth-to-mouth rescue breathing
 - 2) Stop any bleeding injury by applying direct pressure over the site of the wound.
 - 3) Do not attempt to move seriously injured persons unless they are in immediate danger of further injury.
 - 4) Cover injured persons with blankets or overcoats to keep them warm.
 - 5) Be reassuring and calm.
 - d) When stairways are checked for safety, proceed to the nearest Exit Stairway only if instructed or extreme danger prevents them from staying in the building. DO NOT use the elevators Wear shoes in all areas near debris and broken glass.
 - e) DO NOT run outdoors. Falling debris, electrical wires, etc., will cause extremely hazardous conditions. Remain inside the building until further evacuation is ordered.
 - f) Notify building management or rescue personnel of any missing or injured persons left behind.
 - g) Be prepared to render assistance, if so ordered, in searching for injured or missing persons and in evacuating them.
- E. Staff Emergency Procedures
1. After the earthquake is over, it is critically important that you:
 - a) Conduct an immediate search for INJURED PERSONS;
 - b) Inventory the building's VITAL SERVICES;

- c) Inspect the building for STRUCTURAL DAMAGE and
 - d) NOTIFY the Property Manager, Public Safety Agencies and Public Utility Companies, as you may be required.
2. Depending on the magnitude of the earthquake, there may be a panic situation within the building. YOU MUST TAKE CHARGE.
- a) Remain calm.
 - b) Enlist aid of responsible persons (Evacuation Leader).
 - c) Be prepared for aftershocks.
3. Personal Injury
- a) Inspect all public areas for injured persons, including restrooms, stairwells, and elevators (persons trapped in elevators will most often panic).
 - b) Coordinate search of customer areas with Evacuation Team Leaders, key or responsible persons.
 - c) Render FIRST AID, if appropriate, and summon help.
 - d) CALL THE PARAMEDICS: 911.
4. Vital Services
- a) Natural Gas:
 - 1) Inspect system and equipment for leaks.
 - 2) DO NOT SEARCH WITH A MATCH.
 - 3) Close main valve if any leak is discovered.
 - b) Electricity:
 - 1) Inspect transformers, power panels and visible wiring.
 - 2) DO NOT TOUCH live wires or adjacent metal.
 - 3) SWITCH OFF accessible breakers as required
 - 4) SWITCH OFF MAIN BREAKER ONLY IN EMERGENCY. Do Not Reset.
 - c) Elevators:
 - 1) Inspect all elevators for safe operation.
 - 2) Switch off elevator for any deficient condition.
 - d) Water Service:
 - 1) Check water supply for contamination.
 - 2) Inspect water main, valves and pumps.
 - 3) Inspect fire service system.

- 4) Inspect water tanks, boiler and water heaters.
 - e) Telephone:
 - 1) Confirm operation/status of telephones.
- 5. Structural Damage
 - a) Roof Area: Inspect roof area for damages.
 - b) Door Security: Inspect access doors for proper operation and security.
 - c) Other:
 - 1) Window damage/broken glass
 - 2) Interior/exterior walls
 - 3) Restroom fixtures
- 6. Notification
 - a) Notify any required emergency service such as the Fire Department, Emergency Medical Service, and/or Police by calling 911.
 - b) Notify all necessary and pertinent parties as required as detailed in the Emergency Notification Procedure (Section 17.5).
 - c) Contact the Building Management Office to report your location and how you may be contacted.
- 7. Review
 - a) Review the EMERGENCY PROCEDURE MANUAL and STAFF EMERGENCY PROCEDURES. Confirm that all procedures and requirements have been completed.

Flooding

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

Toxic Hazards

If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed. Call 911. Provide the building's address, your floor and phone number, and also what type of spill has occurred. Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

Power Failure

If the building power supply is interrupted, the emergency generator will activate within a matter of seconds. The generator will provide sufficient electricity to operate the Life Safety Systems, including Fire and Smoke detection systems, limited elevator operation, and all emergency lighting.

You do NOT have to close your business for the day or evacuate the building unless you are instructed to do so by the Property Management Staff through your designated tenant contact, Fire/Safety Warden.

If a power interruption occurs AFTER Business Hours, the Property Management Staff will notify your designated Tenant Contact.

Elevator Malfunction

Should an elevator malfunction prevent you from reaching the floor you have selected, please follow the following procedures:

1. REMAIN CALM.
2. Do NOT attempt to force the elevator doors.
3. Use the communication intercom located in each cab to communicate with Kastle Systems at any time, 24 hours per day, 7 days per week, including Holidays. When you are IN the elevator cab and facing the doors to exit, the phone button is located under the Floor Selection and Control Panel, identified by a phone receiver symbol, and is activated by pushing the button. Press and release the button and wait for a Kastle operator to respond. Please note that it may take a few moments for the connection to be established.
4. Provide the Kastle operator with the following information:
 - You are in Elevator # ____ (the Cab number is on the RIGHT side above the Floor Selection and Control Panel)
 - You are located at Floor # ____ (the Floor number is shown in the Floor Indicator display above the Floor Selector and Control Panel near the top of the Cab)
 - Your name and company
5. Kastle will notify the Property Management office during normal hours and during security after hours. The Elevator Maintenance Company will be promptly contacted for an Emergency-Priority dispatch of a mechanic to the Building, regardless of the time of day.
6. Assistance will reach you as rapidly as possible.
7. You can communicate with the Kastle personnel as frequently and as much as you need to during the time you are temporarily stopped by using the "EMERGENCY" intercom.

Civil Disturbance

Should a riot or civil disturbance start outside the building, notify the Gaithersburg Police Department at 911 and notify the Management Office (202) 503-1800. The Property Management Team will work to secure all entrances to the building. We will keep you advised of the situation.

Terrorism

The response to a terrorism event will depend on the nature of the event. We will follow the direction of the authorities and will either evacuate or Shelter-in-Place.

Evacuation - in this situation, we will evacuate floor by floor to minimize congestion in the stairwells and expedite egress. Employees should be prepared for this option by keeping a comfortable pair of shoes and any other items they may need should they need to evacuate the area on foot.

Shelter-in-Place - in this situation, employees should exit exterior offices (closing window blinds and office doors behind them) and report to the suite's designated safe area. Employees should be prepared for this option by having an overnight bag with any items they may need to stay in place for an extended period of time. These would include:

1. Change of clothes
2. Pillow, blanket, etc.
3. Food
4. Toiletries
5. Medications
6. Flashlight

Please note that in a Shelter-in-Place scenario, the building will be locked down and no one will be permitted to enter the building! Those employees who wish to leave will have to leave through a designated emergency exit.

We strongly recommend that each tenant create an internal Shelter-in-Place program designating safe areas, a communication plan and other contingencies in the event we must stay on site for an extended period of time.

Homeland Security/Emergency Agencies

Montgomery Executive Center recommends that each Tenant have an emergency action plan in place to help their employees prepare for and react quickly to a regional emergency, including terrorist attacks. Click on the links below to access a variety of resources that aid in preparing for a regional emergency.

Department of Homeland Security

<http://www.dhs.gov/dhspublic>

Federal Emergency Management Association

<http://fema.gov/>

American Red Cross

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

Center for Diseases Control and Prevention Emergency Preparedness and Response

<http://www.bt.cdc.gov/>

Local media outlets will provide important information during an emergency situation.

WTOP Radio – 103.5 FM

<http://www.wtop.com>

The Washington Post:

<http://www.washingtonpost.com>

NBC4 Channel 4

<http://www.nbc4.com/index.html>

WJLA Channel 7

<http://www.wjla.com>

WUSATV Channel 9

<http://www.wusatv9.com>

Workplace Violence/Armed Intruder Procedures

A. Background

1. The past several years have seen an alarming increase in the number of incidents related to workplace violence. Incidents of workplace violence brought on by disgruntled or former employees, domestic or spousal problems, and/or other socioeconomic factors have been on the increase for the past 10 to 15 years. Workplace violence is a recognized hazard.

B. Intruder Preparedness Procedures

1. Contact Local Police Representative for guidance and assistance.
2. After reviewing your Armed Intruder Procedures, determine specific requirements or recommendations the Police may have for this type of situation.
3. Establish Assignments for Personnel to:
 - a) Man phones
 - b) Meet police at building entrance
 - c) Make announcements over building emergency announcement system
 - d) Provide logistical support for police personnel and provide any items they may require such as drawings, keys, phones, gas, water, etc.

C. On Notification of Possible Armed Intruder

1. Obtain as much information as possible from reporting party.
2. Immediately call 9 1 1. Request police come to (your address).
3. Contact security supervisor, if applicable
4. Notify all units of situation. Establish radio code for this situation. Notify Regional Manager
5. Fill out armed intruder checklist
6. Standby for updates
7. Contact cleaning crew supervisor (after hours) to report to predetermined location

D. Verified Armed Intruder Presence

1. Make the following public announcements to all floors using the fire public address system:
 - a) May I have your attention, please -- There is an armed intruder inside the building.

- b) The Police are on the way.
 - c) Immediately lock yourself inside nearest office and stay there until an all clear is declared over the public address system.
 - d) Do not use the elevators.
 - e) Do not use stairwells.
 - f) Stay inside a locked office.
 - g) Remain calm and quiet.
2. Repeat the announcement.
 3. If the Public Address System is not available, contact all customers or customer representatives by phone.
 4. Respond to Phone Calls regarding the emergency as follows:
 - a) "I'm sorry. We are working with an emergency situation right now. We will make periodic public address announcements to update you."
 5. Make the following public address announcement every ten minutes or as needed.
 - a) "Attention please: Please remain calm and quiet in your secure location. We will keep you informed."
 6. Standby for instructions.
 7. Interact as requested with Police (SWAT/Hostage Negotiation Team).
 8. As necessary act as a media contact.
 - a) Establish Media briefing zone
 - b) Act as liaison between media and Police.
 9. Update appropriate corporate personnel.
 10. Assist as requested.
- E. Situation Resolved
1. Make an "All Clear" announcement.
 2. Contact customer representatives to give update on situation
 3. Call contractors to make any necessary repairs. Contact involved customer representatives with appropriate return time to occupied space.

ARMED INTRUDER CHECKLIST

DESCRIPTION OF PERSON

Physical

Name or alias, if known _____

Sex - Race _____

Height - Estimate should compare with officer's height _____

Weight - Basically the same as height _____

Hair - Color, texture, length, type of cut, etc. _____

Eyes - Shape, color _____

Complexion - Dark, light, skin texture, etc. _____

Speech - Accent, impediment, voice tone, etc. _____

Build - Heavy, slim, stock, etc. _____

Clothing

Hat/Coat - Type, color, material, etc. _____

Shirt/Tie - Type, color, sleeve length, tie knot, etc. _____

Trousers - Type, color, material _____

Belt - Color, material, buckle _____

Gloves - Type, color, material _____

Shoes - Type, color, etc. _____

Peculiarities

Glasses - Type, color, rim, etc. _____

Eyebrows - Full, color, etc. _____

Baldness - Full, partial, etc. _____

Nose - Large, small, broken, etc. _____

Teeth - Stained, large, broken, etc. _____

Mustache - Color, length, type, etc. _____

Scars or marks - Type, color, length _____

Ears - Big, protruding from head, etc. _____

Neck - thick, long, etc. _____

Hands - Fingers missing, large, scars, rings, etc. _____

Jewelry - Type, where worn _____

Weapons

Gun - Automatic or revolver, rifle or shotgun, large or small, etc. _____