

BR BISHOP RANCH

Emergency Procedures



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Emergency Procedures



EMERGENCY PHONE NUMBERS

Fire – Police – Medical	9.1.1
Sunset Development Company.....	925.277.1700
Poison Control Center	800.222.1222
East Bay MUD (Water).....	866.403.2683
Pacific Gas & Electric	800.743.5000
San Ramon Regional Medical Center	925.275.9200

NON-EMERGENCY PHONE NUMBERS

San Ramon Police Department Dispatch.....	925.973.2779
Pacific Gas & Electric (24-Hour Info on Electric Outages).....	800.743.5002
American Red Cross	925.603.7400

BOMB THREAT CHECKLIST

QUESTIONS TO ASK:

- When will the bomb explode?
- Where is the bomb located?
- What does the bomb look like?
- What floor is it on?
- Why are you doing this?
- What is your name?

CALLER'S EXACT WORDS:

DESCRIPTION OF CALLER:

- Male Female Adult Child

Call received by: _____

Time: _____

Length of call: _____

Caller ID# if available: _____

CALLER'S VOICE:

- Loud
- High-Pitched
- Raspy
- Intoxicated
- Soft
- Deep
- Pleasant
- Disguised
- Slurred
- Angry
- Excited
- Stutter
- Crying
- Accent

BACKGROUND NOISES:

- Office Machines
- Factory Machines
- Bedlam
- Animals
- Quiet
- Party Atmosphere
- Street Traffic
- Airplanes
- Trains
- Voices
- Music
- Mixed
- Long Distance/Static
- Other

IF YOU DISCOVER A FIRE

- **CLEAR** all personnel out of the immediate area of danger and **EVACUATE** the building.
- **CALL** the fire department (9.1.1) and activate the fire alarm pull station where available.
- **CONFINE** the fire by closing doors.
- Notify Sunset Development Company personnel at 925.277.1700.

FIRE EXTINGUISHER PROCEDURES

- **PULL** the pin.
- **AIM** the extinguisher at the base of the flames.
- **SQUEEZE** the trigger against the handle.
- **SWEEP** the flames from side to side.
- **ALWAYS** work in pairs and evacuate area of danger.

FIRE EXTINGUISHER USE SHOULD BE ATTEMPTED ONLY FOR SMALL AND STRAIGHTFORWARD FIRES, AND ONLY BY THOSE INDIVIDUALS TRAINED TO USE THIS DEVICE.

THE INSPECTION, MAINTENANCE AND TESTING OF FIRE EXTINGUISHERS WITHIN YOUR OFFICE SPACE IS YOUR COMPANY'S RESPONSIBILITY. AS A COURTESY, SUNSET DEVELOPMENT COMPANY WILL SCHEDULE AND RE-CHARGE YOUR FIRE EXTINGUISHERS AT NO COST. CONTACT YOUR PROPERTY MANAGER TO COORDINATE THIS WORK.

POWER FAILURE PROCEDURES

POWER OUTAGES, CONT.

- Shut off all electrical equipment, machines and lights that are not in use.
- Supplemental emergency lighting and exit signs will be lit by battery backup.
- If the power failure occurs during the day, blinds, drapes, etc., should be opened to utilize available sunlight.

If the problem is confined to the building, notify Sunset Development Company. If the power failure is the result of problems experienced by Pacific Gas & Electric, it is important to maintain an open line of communication with Pacific Gas & Electric and Bishop Ranch property management. If the surrounding area is affected, an AM/FM radio should be used to monitor news reports.

If someone is trapped in an elevator, it is important to maintain an open line of communication to keep the person calm. Each elevator is equipped with an emergency telephone that connects to our emergency answering service. Please report any entrapments that you are aware of to Bishop Ranch property management so that we can verify the location of the call and communicate the ETA for technician assistance to trapped individuals. Report the trapped person to Sunset Development Company.

If power cannot be restored in a reasonable period of time and the safety of building occupants is impacted, Bishop Ranch will engage our Emergency Response Team to determine and communicate an appropriate evacuation plan and assist with building security.

MEDICAL EMERGENCY PROCEDURES

CALL 9.1.1 AND PROVIDE THE APPROPRIATE CARE UNTIL PROFESSIONAL HELP ARRIVES.

The information provided in this section is recognized by the American Red Cross. It is recommended that you seek further education and training in first aid to provide proper emergency care.

IN THE EVENT OF A MEDICAL EMERGENCY, FOLLOW THESE STEPS:

CHECK: the scene for safety and the victim for consciousness, breathing, pulse and bleeding.

CALL: 9.1.1.

CARE: for the medical conditions you find until professional help arrives.

CIVIL DISTURBANCE PROCEDURES

AVOID UNNECESSARY CONFRONTATIONS!

If demonstrators outside begin rioting, or weapons and/or explosives are seen, immediately lock all doors.

- 1** Notify the Police Department and Sunset Development Company.
- 2** If violence erupts and you are unable to evacuate, move away from windows and close all draperies and blinds.
- 3** Move to the safest area in your suite, taking fire extinguishers, first-aid supplies and all other necessary provisions with you.

DO NOT ATTEMPT ANY PHYSICAL CONTACT WITH THE DEMONSTRATORS UNLESS IT IS ABSOLUTELY NECESSARY TO CLOSE DOORS OR FREE SOMEONE WHO IS IN DANGER.

AFTER THE DISTURBANCE

If you are questioned by the press, refer them to Sunset Development Company. Any statement could invite retaliation by those individuals involved.

EARTHQUAKE PROCEDURES

EARTHQUAKES CAN HAPPEN AT ANY TIME.

Studies indicate that following an earthquake of high magnitude, our emergency services agencies will be severely overwhelmed and may not be able to respond to local areas for at least 72 hours.

The actual movement of the ground during an earthquake is seldom the direct cause of injury or death. Most casualties are caused by falling objects or debris.

BEFORE AN EARTHQUAKE OCCURS:

- Assess your work area and tenant suite, and identify hazards that can be eliminated to prevent injuries or deaths from occurring.
- Provide necessary emergency supplies and provisions to be SELF-SUFFICIENT for at least 72 hours. Consult your Emergency Response and Resource Manual for the Supply List.

EARTHQUAKE PROCEDURES

DURING AN EARTHQUAKE

- Remain calm; do not panic! Move away from windows and/or large objects.
- Take cover underneath a sturdy desk or table and hold onto the legs.
- Move to an inside doorway. Brace yourself under the doorway by leaning against one side while holding onto the other side, or move to an interior wall with your back against it.
- Stay put; remain in the take-cover position for a few minutes until you are sure that the earthquake is over.

AFTER THE EARTHQUAKE IS OVER

- Unless fire is present, **DO NOT GO OUTSIDE.** Falling objects such as building material, glass, power lines and exterior lamp posts are the leading cause of injury after an earthquake.
- Check for injuries and provide appropriate care.
- Check for safety hazards. Survey your work location.
- Turn on AM radio to receive emergency information.
- When possible, maintain an open line of communication with Sunset Development personnel.
- In the event of a large-scale earthquake, refer to your company Disaster Recovery program to receive internal instruction. For small-scale earthquakes, contact Bishop Ranch Property Management at 925.277.1700 to report any damage that requires immediate attention.

CIVIL DISTURBANCE PROCEDURES

GENERAL INFORMATION

Civil disturbances may take a variety of forms, such as picketing, marches, riots and even sabotage efforts. Whether planned or not, there is always the possibility of escalation to the point of major catastrophe.

DURING THE DISTURBANCE

Avoid contact with any individuals involved. Unnecessary conversation could lead to an argument, which could possibly cause you or your organization to become a target for violence.

If demonstrators enter your tenant premises, immediate steps must be taken to protect employees, visitors and property. Immediately contact the Police Department and Sunset Development Company.

Tactfully request the individuals to leave the facility.

MEDICAL EMERGENCY PROCEDURES

FOR ADDITIONAL INFORMATION, CONSULT THE FRONT PAGES OF YOUR LOCAL TELEPHONE DIRECTORY OR THE AMERICAN RED CROSS.

1. RESCUE BREATHING

Rescue breathing and CPR should only be administered by individuals certified in CPR. Call 9.1.1 if rescue breathing is required, and be respectful of individuals with DNR requests.

2. HEIMLICH MANEUVER FOR ADULTS WHO ARE CHOKING

A choking victim can't speak or breathe and needs your help immediately. Have another individual call 9.1.1, and follow these steps to help a choking victim:

- From behind, wrap your arms around the victim's waist.

- Make a fist and place the thumb side of your fist against the victim's upper abdomen, below the rib cage and above the navel.
- Grasp your fist with your other hand and press into the victim's upper abdomen with a quick upward thrust. Do not squeeze the rib cage; confine the force of the thrust to your hands.
- Repeat until object is expelled. (Heimlich Institute, 2009)

3. STOP BLEEDING

Apply direct pressure to wound with sterile gauze. Always avoid skin contact with the victim's blood. Use several layers of materials, if necessary. Elevate the wound above the level of the heart. Maintain pressure for 5 to 15 minutes. Cover wound with sterile dressing. Call 9.1.1 if bleeding is severe, spurting or cannot be stopped.

POWER FAILURE PROCEDURES

IN THE EVENT OF A POWER FAILURE, THE BUILDING IS NOT EQUIPPED WITH AN EMERGENCY GENERATOR. EMERGENCY LIGHTING WILL OPERATE FOR UP TO 90 MINUTES IN THE COMMON CORRIDORS, ELEVATORS, LOBBIES, STAIRWELLS, RESTROOMS AND EMERGENCY EXITS. LIMITED LIGHTING IN THE TENANT SPACES WILL OPERATE FOR UP TO A MAXIMUM OF TWO HOURS.

Emergency Equipment

Because the type of emergency power equipment installed in each location may vary from building to building and tenant to tenant, it is the responsibility of each tenant to identify what sensitive electronic equipment is present at your work location and what you can do to protect it and/or supplement it (i.e., uninterruptible power supply [UPS], surge protector equipment, public address system, flashlights, radios, etc.).

Power Outages

Businesses must be prepared for power interruptions. Power outages occur when there are storms, high winds (the most common source of outages), mudslides, floods and lightning. In addition to natural occurrences, there is the possibility of rotating outages that generally last no more

than two hours. Continuing “business as usual” during these rotating outages may be difficult, but preparing for them may lessen the impact on your operation. Based on the building’s rotating outage block number, Sunset Development Company will provide you with sufficient notice for any possible planned rotating block outage, also known as a brownout.

The Emergency Broadcast Network is an excellent source of information that you can tune to for power outage updates, or call 800.PGE.5002 (800.743.5002) for 24-hour power outage information.

For additional tips on safety and preparation for power outages, consult the Pacific Gas & Electric Company’s website at www.pge.com.

FIRE PROCEDURES

WHEN ACTIVATED, THE FIRE LIFE SAFETY SYSTEM GENERATES A

- **CONTINUOUS BELL: BR 2, 11, 12.**
- **SIREN AND STROBES: BR 1, 3, 6, 7, 8, 9, 15.**

If you see or hear any indication of a fire, evacuate employees immediately.

Enter the closest stairwell and proceed to the ground floor. Use the handrails and stay to the right.

DO NOT USE ELEVATORS!

Exit the building and proceed to the building evacuation area. The building evacuation area is located in the parking lot away from the building. Please consult with your Floor Warden or Emergency Response and Resource Manual for the specific Building Evacuation Assembly Areas.

Once you have assembled in your Building Evacuation Assembly Area, stay with your group and await further instructions.

BOMB THREAT PROCEDURES

BOMB THREATS ARE USUALLY RECEIVED BY TELEPHONE, BUT MAY BE RECEIVED BY LETTER OR PACKAGE. MOST BOMB THREATS ARE MADE BY CALLERS WHO WANT TO CREATE AN ATMOSPHERE OF GENERAL ANXIETY AND PANIC, BUT ALL SUCH CALLS MUST BE TAKEN SERIOUSLY AND HANDLED AS THOUGH AN EXPLOSIVE DEVICE IS IN THE BUILDING.

IF YOU RECEIVE A BOMB THREAT CALL, FOLLOW THESE STEPS:

Ask questions such as:

- When will the bomb explode?
- Where is the bomb right now?
- What does the bomb look like?
- Why did you place the bomb?

Take notes on everything said and on your observations about background noises, voice characteristics, etc. Use the bomb threat checklist for easy reference.

After the caller has hung up, immediately notify your Floor Warden and your Supervisor. These individuals should notify Sunset Development Company personnel and prepare to conduct a thorough office search for a suspicious object. Sunset Development Company personnel will notify the Police Department and begin searching the common areas within the building. Each building tenant will be contacted and requested to conduct a thorough search of their suite.

The search should be conducted by individuals familiar with the area and as discreetly as possible. Begin the search by circling your area from the perimeter and working toward the interior of the suite.

Search from:

- Floor level to waist level
- Waist level to eye level
- Eye level to ceiling level

Look for anything out of the ordinary or anything that does not belong, such as:

- Packages/Boxes
- Pieces of pipe
- Briefcases
- Suitcases
- Thermoses

If a suspicious object is found. **DO NOT TOUCH IT!** Clear all personnel out of the immediate area of danger. Notify the Police Department and Sunset Development Company for building evacuation.

INTRODUCTION

Natural and man-made disasters often strike without warning. Sunset Development Company is highly committed to increasing safety for the protection of the building tenants and visitors. Your safety is our primary concern at Bishop Ranch.

This booklet is designed to provide you with basic guidelines and procedures to follow in the event of an emergency.

Please read and become familiar

with this information **BEFORE** an emergency occurs. Each and every tenant is an important part of the safety program at Bishop Ranch.

We cannot prevent disasters such as earthquakes and fires from occurring, but what we can do is take certain precautions before a disaster strikes to minimize its effects. Emergency preparedness means that when an emergency occurs, you are prepared to react, make

correct decisions, and assist others in need.

The procedures described in this booklet shall serve as a quick reference guide that includes critical instructions to be followed during or immediately following an emergency situation. For more complete information, please consult the Property Manager or the Emergency Response and Resource Manual for your building.