

Tenant Emergency Procedure Manual

7475 Wisconsin Avenue Bethesda, Maryland 20814

Version 1.0 – September 2017



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VERSION HISTORY

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Version 1.1	September 2017	Document revision for preparation and uploading to Building Safety Solutions Online Life Safety Training Website

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1. Overview

During an emergency, the safety of personnel and the protection of property often depends on the actions taken by those individuals within the emergency's immediate arena. For this reason, Brookfield Properties has developed and implemented the Tenant Emergency Procedure Manual (TEPM) to assist you in your response during an emergency.

The TEPM serves to standardize and clarify emergency information, preparedness, procedures and responsibilities of the building owner and tenants at all US locations. It is based upon the best suggested guidelines derived from state and local fire prevention codes and other well-established emergency response information.

It is imperative that all building occupants become familiar with this plan and its procedures since its effectiveness depends on the active participation of tenants and their employees at all levels. Tenants should use it to help in the preparation of their own emergency plans that are individually tailored for maximum employee and asset protection.

However, due to the obvious difficulty associated with predicting the scope and nature of any given emergency, Tenants should not use the TEPM as the ultimate arbiter when determining how to respond to an emergency. The procedures are suggestions which should never be at odds with their primary goal: to protect life, safety and property. Additionally, no Tenant or Brookfield Office Properties' employee should ever risk life or limb based upon the TEPM's perceived advice.

In fact, the TEPM includes clear limitations:

- **IMPORTANT** – never endanger your own life or the lives of others when carrying out the emergency response procedures in the Fire Safety Plan
- Use of a fire extinguisher by any tenant employee or tenant Fire Safety Team Member is optional, and should only be attempted if safe to do so.

The TEPM can provide significant assistance to all Brookfield Tenants who are intent on preparing an effective and safe response to a developing emergency. Its procedures strive to make a sometimes dangerous world safer. As situations and procedures can vary from building to building, please contact the Property Manager's Office if you have any questions.

- A. You can access a PDF version of your building's Tenant Emergency Procedure Manual (TEPM) via your building's online fire life safety training website at:

Please insert your building's BSS "hot link" here:

<https://bethesdacrescent.bssnet.com/>

To access the Building Safety Solutions Online Life Safety Training website, please enter your:

- User ID & Company Password

Your company password can be obtained by your company's designated BSS administrator or the property management office.

2. Building Management - Contact Numbers

Montgomery County Maryland Police Department
always be called first in an emergency.

Call 911 – Should

Montgomery County Maryland Fire Department
always be called first in an emergency.

Call 911 – Should

Lobby Security Desk

(240) 375-2673

Building Security

(240)752-9070

3. Emergency Notification System - LiveSafe

LiveSafe is a mobile safety application and emergency communication dashboard platform. The LiveSafe Command Dashboard is a web-based system that any computer connected to the Internet can access. The command dashboard provides security operation centers with an additional line of communication and is aligned with existing Brookfield protocols.

Unlike other mass communication companies our staff and tenants will have the ability to not only receive but to also send critical emergency AND ROUTINE tips to a dashboard that YOUR BUILDINGS can monitor in house

Below is a list of LiveSafe mobile application features that will be available to our tenants:

- One button feature to contact security or property management directly.
- One button feature to contact 911.
- One button feature to have access to critical portions of the Tenant Emergency Procedure Manual (TEPM) and tabs for each emergency scenario (THE FULL TEPMs are the same plans that are available to tenants on the property internet page at www.bethesdarescent.info)
- The ability to report an emergency or tip and add a photo or video to send to the dashboard. This can also be done anonymously for privacy reasons.
- The ability to use the Safewalk feature which will allow the tenant to have a colleague or co-worker monitor their activity when they are leaving the property, headed to the garage or to the train station OR TRAVELING OUT OF TOWN.

As long as their colleague has the LiveSafe app, Safewalk can be used in any capacity that a tenant wants a colleague to follow their path.

4. Building Emergency Systems

4.1 SECURITY DESK

The Security Desk is located in the lobby of the building, and is staffed 24 hours a day, every day of the year. The Security Desk monitors security alarms, CCTV, elevators, fire alarms and Life Safety Systems.

The building has two pressurized stairwells. Stairwell 2 is on the west and stairwell 3 is located on the east. The stairwells are the lifelines of a high-rise building. In an actual fire emergency, occupants must use them to evacuate their floor, and the fire department will use them to get to the fire.

4.2 FIRE ALARM PANEL

The Fire Alarm Panel monitors the building's Life Safety Systems: the manual fire alarms, smoke detectors and sprinklers. The Panel is continuously monitored by on-site Security as well as an off-site monitoring company.

4.3 SMOKE DETECTION AND SPRINKLER SYSTEM

The building has a smoke detection system on each floor, designed to locate the source of the smoke. Smoke detectors are located on each floor in electrical closets, elevator shafts, elevator lobbies, mechanical rooms and return-air plenum. Once smoke is detected, the flow of fresh air to the problem area is cut off. Audible and visible alarms activate in the command center, alerting security personnel to take appropriate actions. In the event of an actual fire, individual sprinkler heads may be activated if temperatures exceed 185 degrees at the device.

5. Building Emergency Safety Features

5.1 STAIRWELLS

Stairwell doors are locked from the stairwell side for security reasons. In the event of a fire, the designated re-entry doors will unlock automatically.

The building has two pressurized stairwells. Stairwell 1 is on the north side and stairwell 2 is located on the south side. The stairwells are the lifelines of a high-rise building. In an actual fire emergency, occupants must use them to evacuate their floor, and the fire department will use them to get to the fire.

5.2 ELEVATORS

During some fire alarm, elevators will be recalled to the lobby level. During a power failure, the elevators will stop then return one-at-a-time to the lobby, where they will sit with opened doors. One elevator is powered by the generator and will continue to work in the normal, automatic service mode. Each cab has emergency lighting, and communication will remain operative.

5.3 ELEVATOR MALFUNCTION

Occasionally elevator service can be interrupted when the elevator controls detect a potential malfunction. The building elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may impact service to passengers.

If elevator service is interrupted while you are a passenger, remain CALM. Do not attempt to force the elevator doors open or leave the cab.

Press the "EMERGENCY ALARM BUTTON" on the elevator panel which will summon assistance. Two way voice communication is available in all building elevators and security will remain in constant contact.

5.4 STANDPIPES

Water (pressurized) sprinkler and fire hose standpipes are located in stairwells.

5.5 FIRE PUMP

Located on the P-1 Level, fire pumps are connected to the emergency generator.

5.6 FIRE-FIGHTING EQUIPMENT

ABC fire extinguishers are located in unlocked cabinets on all floors. ABC extinguishers can be used to extinguish minor fires involving gas, grease, paint, paper or electrical equipment – i.e., small waste paper basket type fire and only if safe to do so.

5.7 EMERGENCY POWER

The generator provides emergency lighting in stairwells, corridors, elevator cabs and exit signs. It provides power to the elevators, bringing them one-at-a-time to the lobby, and then continuous use of one elevator in each bank. The emergency generator also powers the fire alarm panel, and the field panels of the fire alarm system.

5.8 HVAC

In a fire emergency, the heating, ventilation and air conditioning system will shut down on the appropriate floor to prevent the circulation of smoke and dangerous gasses throughout the building.

5.9 COMMUNICATIONS

Located at the Fire Control Room, the public address communications system can link with a single floor, multiple floors, or the entire building, if applicable. Security personnel have access to handheld two-way radios. Fireman phones are located in the Fire Control Room, stairwells, elevator lobbies and inside elevator cabs.

5.10 FIRE CONTROL ROOM

The main fire alarm panel and public address communications system are located here.

5.11 FIRST-AID KITS

First aid kits are located at the Security Desk.

5.12 AED UNITS

An Automated External Defibrillator (AED) is located in the Fire Control Room. All uniformed security personnel and other key members of the building staff are certified in First Aid and Adult CPR/AED.

6. Fire Prevention

6.1 ELEMENTS OF FIRE

There are three elements of fire:

- Fuel (furniture, plastics, grease, etc.)
- Heat (matches, cigarettes, sparks, electric, etc.)
- Oxygen

Fire needs all three elements. If you remove one, you can eliminate or reduce the fire. For example:

- Closing doors – reduces the amount of oxygen
- Dousing with water – reduces heat
- Using an ABC Type Fire Extinguisher – smothers the fire, reducing oxygen.
- Removing nearby draperies, papers, furniture – removes the source of fuel

6.2 FIRE TIPS AND FACTS

- In an emergency, use stairwells. Do not use elevators, unless instructed otherwise.
- Feel the stairwell door with the back of your hand for heat, before opening the door..
- If you encounter heavy smoke and heat, close the door and proceed to another safe stairwell exit.
- Most fatalities are a result of smoke inhalation, poisonous gases and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.
- Smoke detectors serve as an early-warning system. Smoke detectors save lives.
- A sprinkler system is designed to suppress a fire. Sprinkler heads are activated one at a time by temperature.

6.3 PLANNING AND PREPAREDNESS

- Have a list of emergency phone numbers.
- Be familiar with your floor's layout.
- Know primary and secondary exits.
- Know emergency exit routes and termination points—up and down.
- Know location, type and how to use manual fire alarms and fire extinguishers.
- Know primary and secondary methods of communication.
- Know safe refuge areas during a fire emergency:

Inside Building – usually a minimum of three floors below the fire floor.

Outside Building – away from the building, and out of the way of emergency vehicles, flying glass and other obstacles.

Usually a distance that is greater than the height of the building.

6.4 SAFE STAIRWELL PROCEDURES

- Remain quiet and calm.
- Remove high-heel shoes.
- Use handrails.
- Move quickly. Walk in a single file.
- Keep to the right so Emergency personnel can ascend the stairs on the left.

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- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.
- Assist those who are slower or physically impaired.
- Walk down the stairs (unless otherwise instructed).
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not spread false information, rumors, etc.
- Do not bring drinks or food into stairwell.
- Develop awareness of safety conditions, fire violations and potential hazards, for example, fire doors improperly blocked or open, improper lighting, frayed cords, overloaded outlets, obstructed halls and corridors, trash buildups, etc.
- Conduct fire drills and review emergency procedures.
- Know your area of responsibility and your emergency actions.

7. Fire Prevention Tips

- Obey the “NO SMOKING” law in all areas of the building.
- Do not use portable heaters in the building at anytime.
- Check for frayed or damaged electrical cords. Report them to your supervisor.
- Do not run electrical cords under carpets or chair pads.
- Do not overload electric outlets.
- Turn off or unplug appliances when not in use.
- Do not let trash overflow in wastebaskets or collection areas.
- Do not block corridors and stairwells.
- Do not prop open stairwell, corridor or other fire doors.
- Check lighting in corridors, stairwells and exit signs. Report any malfunctioning lights.
- Do not store any flammable liquids, oily rags or combustible materials in the building at anytime.
- Under NO circumstances should any items be stored in the stairwells. They are your means of exiting in an emergency.

7.1 FIRE EXTINGUISHERS

Always maintain 3 feet of clearance around all fire-protection equipment. Never re-hang a fire extinguisher once it has been used. Have it recharged by a licensed service provider. Most of all, practice fire prevention and good housekeeping. Don't give fire a place to start.

7.1.1 Class A

- Any fire involving ordinary combustible materials such as paper, wood, cloth, rubber and plastics.
- Extinguish with a penetrating cooling agent. Water is the best material commonly available for this.

7.1.2 Class B

Any fire involving flammable liquids, such as gasoline, naphtha, acetone, greases and oils; or flammable gases like methane or hydrogen. Extinguish with surface-acting agents such as dry chemicals, which break up the chemical reaction of the fire; or use inert, dense, heavier-than-air gases, which smother the fire.

7.1.3 Class C

Any fire involving electrical equipment, appliances and wiring. Extinguish with a nonconductive extinguishing agent to protect against electrical shock. Most extinguishers that have a Class B rating also have a Class C rating, but read the label to be sure.

7.1.4 Class D

Any fire involving combustible metals such as magnesium, lithium, potassium, etc.

7.2 FIRE EXTINGUISHER TYPES

The building is equipped with multipurpose ABC dry chemical extinguishers that are suitable for class A, B and C type fires. All Class A fires must be followed up with water to ensure extinguishment of all deep-seated smoldering fires.

- Class A - Air Pressure Water Tank, Hand Pump Water Tank and multipurpose ABC dry chemical.
- Class B - Pressurized Dry Chemical, Carbon Dioxide, Halon and multipurpose ABC dry chemical.
- Class C - Pressurized Dry Chemical, Carbon Dioxide, Halon and multipurpose ABC dry chemical.

7.3 THE “PASS” METHOD FOR USING ABC EXTINGUISHERS

- **P**ull safety pin while holding upright
- **A**im the hose at base of fire and stand back 10 feet and
- **S**queeze the lever/trigger.
- **S**weep side to side.

8. Montgomery County Maryland Approved Fire Emergency Response Plan

The following fire emergency response plan for 750 9th Street, has been reviewed and approved by Montgomery County Maryland Fire Marshal:

NOTE: Do Not Terminate the Call - Let the 911 dispatcher hang up first.

8.1 FIRES & FIRE ALARMS REPORT PROCEDURES

8.1.1 Notification

If The Following Is Reported to you, Or If You See Smoke, Or Flames, Or Smell Something Burning, Or Hear A Fire Alarm, IMMEDIATELY:

- Isolate the fire - (close the door if you can do so safely.)
- Call the Fire Department - Dial 9 11 & Activate The Fire Alarm Pull Station - If the Alarm is not sounding. sounding (Note: The building is on the Hi-Rise package activating the pull station will only send the affected floor, floor above and floor below into alarm).
- Call The Fire Safety Director/Property Management Office - 240-752-9070
- Report any change in conditions to the Fire Department and the Fire Safety Director/Property Management Office.

If You Think You Smell A Peculiar Or Unfamiliar Odor, IMMEDIATELY:

- Call The Fire Safety Director/Property Management Office: 240-752-9070

8.1.2 Information To Be Given To The Fire Department:

- What is the Emergency: (Alarm, Smoke, Flames, Etc.)
- Type of Occupancy: (High Rise Office Building)
- What Floor: _____ Room # _____ Telephone # calling from _____

Building Name	Address	Closest Cross Street
Bethesda Crescent	7475 Wisconsin Avenue	Wisconsin Avenue and East West Highway

8.2 EMERGENCY PROCEDURE PRIORITIES

If The Following Is Reported To You, Or If You See Smoke, Or Flames, Or Smell Something Burning, IMMEDIATELY:

- Isolate the fire - (close the door if you can do so safely.)
- Call the Fire Department, Fire safety Director/Property Management Office, and Activate the Fire Alarm Pull Station, if the Alarm is not sounding.
- Evacuate the building - Using Exit / Stairs to your company's pre-determined assembly area outside the building.
- If the fire is minor, and it is safe to do so (i.e., small waste paper basket) try to extinguish the fire using a portable fire extinguisher – this is optional and only if all of the above has been completed.

8.2.1 Alarm Only

- Call the Fire Department and the Fire safety Director/ Property Management Office.
- Minimum procedure: Prepare to evacuate the building by going to the stairwell door and if the stairwell is safe, evacuate to your company's pre-determined assembly area outside the building.

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- Report any change in conditions to the Fire Department and the Fire safety Director/Property Management Office.

8.2.2 Fire Safety Director: (Chief Engineer serves as Fire Safety Director)

- Call the Fire Department, and have someone meet the Fire Department upon their arrival. Any fire shall be reported to the Fire Department, no matter how small, even if extinguished.
- Recall all elevators that access the floor of incident by turning the Elevator Fire Service Recall Switch to the "ON" position.
- Direct evacuation procedures utilizing the public address, if available.

8.3 EMERGENCY PROCEDURES

8.3.1 Fire Safety Director (Chief Engineer or the on site Engineer will serve as FSD)

In the event of a fire or fire alarm:

- A.** Ensure that the Fire Department has been notified immediately whenever there is a fire of any size and/or fire alarm of any nature.
 1. Have someone knowledgeable of the building meet the Fire Department upon their arrival.
 2. Advise the Fire Department in the operation of the Fire Command Station.
 3. Report any known conditions on the fire floor or alarm floor to the Fire Department upon their arrival.
- B.** Supervising the Fire Command Station.
 1. Ascertain the floor in alarm.
 2. Ensure that all elevators serving the floor of incident are removed from service from the general public and made available to the Building Emergency Action Team (if so trained and authorized) and the Fire Department. Specific instructions will depend on the individual building.
 3. Direct evacuation procedures utilizing the public address, if available.
 - a) Be familiar with the location of all exits / stairwells and select the safest exit/stairwell to use for evacuation on the basis of the location of the fire and any information available. If affected by smoke, an alternate exit/stairwell shall be selected.
 - b) The priority floors for immediate evacuation are the fire floor, one floor above and one floor below the fire.
 - c) Evacuation from other floors shall be instituted when conditions indicate such action or when instructed by the Fire Department or the Fire Safety Director/Property Management Office. Evacuation should be via uncontaminated stairwells.
 - d) Mobility-Impaired occupants may require special assistance in the event of an evacuation. If there is evidence of fire, the person(s) having mobility impairments should be positioned near the fire exit / stairwell that is located farthest away from the fire. If fire conditions pose a personal threat, the Floor Warden or person assisting should enter into the Fire exit stairwell with the person(s) needing special assistance and wait for the Fire Department. If fire conditions pose a personal threat in the stairwell, the Mobility-Impaired person(s) should be evacuated to a safe location. Notify the Fire Department of the location of all Mobility-Impaired occupants that have required special assistance in evacuating the affected areas of their location.

8.3.1.1.1 Assistant Fire Safety Director (Property Manager or Security Supervisor serves as Assistant Fire Safety Director)

In the event of a fire or fire alarm:

- A.** Assist the Fire Safety Director to ensure the effective implementation of the Fire Safety Plan.
- B.** In the absence of the Fire Safety Director assume the full duties and the responsibilities of that position.

8.3.2 Building Emergency Action Team

- A.** Assume the job of the Fire Safety Director or Assistant Fire Safety Director in absence of either person.
- B.** When there is a Fire Safety Director and Assistant Fire Safety Director on duty in the building:
 - 1. Ascertain the floor in alarm.
 - 2. If any evidence of fire has already been reported or confirmed, do not respond to the floor.
 - a). Assist the Fire Safety Director/Property Management Office.
 - 3. May respond to the floor in alarm using stairs to determine the cause of the alarm.
 - 4. The use of elevators when the building is in alarm is prohibited except by guidelines set forth by the Fire Department.
 - 5. After responding to the floor in alarm, if a fire is confirmed, assist in evacuating occupants on the affected floor, when it can be done safely, and report conditions to the Fire Safety Director/Property Management Office.
- C.** Return to meet the Fire Department for further instructions via uncontaminated stairs.

8.3.3 Emergency Responders (Floor Wardens)

- A.** Each floor of a building shall be under the direction of the Floor Wardens for the evacuation of occupants in the event of a fire or fire alarm.
- B.** Each Floor Warden shall be familiar with the Fire Safety Plan, the location of exits and the location and how to activate the fire alarm.
- C.** In the event of a fire or fire alarm the Floor Warden, when it can be done safely, shall:
 - 1. Notify the Fire Department as specified in the approved Fire Safety Plan.
 - 2. Shall see that all occupants are notified of the fire or fire alarm, and shall instruct occupants as per the Fire Safety Plan.
 - 3. Direct the evacuation of the floor in accordance with directions received and the following guidelines:
 - (a) The Floor Warden shall select the nearest exit/stairwell to use for evacuation on the basis of the location of the fire and any information received. If it is affected by smoke, an alternate exit/stairwell shall be selected.
 - (b) The priority floors for immediate evacuation are the fire floor, one floor above and one floor below the fire. In the event of a fire alarm, prepare to evacuate by relocating occupants to the nearest Fire exit stairwell door and proceed to your company's pre-determined assembly area outside the building. Evacuation from other floors shall be instituted when conditions indicate such action or when instructed by the Fire Department or the Fire Safety Director/Property Management Office. Evacuation should be via uncontaminated stairwells.
 - (c) Floor Wardens on the fire floor shall, as soon as practical, notify the Fire Safety Director/Property Management Office of the conditions.
 - (d) Floor Wardens shall notify the Fire Safety Director/Property Management Office of all mobility-impaired occupants that may require special assistance in the event of an evacuation. If there is evidence of fire, the person(s) having mobility impairment should be positioned near the fire exit stairwell that is located farthest away from the fire. If fire conditions pose a personal threat, the Floor Warden or person assisting should enter into the fire exit stairwell with the person(s) needing special assistance and wait for the

Fire Department. If fire conditions pose a personal threat in the stairwell, the Mobility-Impaired person(s) should be evacuated to a safe location. Floor Wardens shall have someone notify the Fire Department of all Mobility-Impaired occupants that have required special assistance in evacuating the affected areas of their location.

- D. NOTICE TO ALL FLOOR WARDENS - It is your responsibility to inform the Fire Safety Director/Property Management Office in the event of vacation, leave of absence, transfer, sickness, etc., in order to make necessary revisions regarding replacements or substitutes.

(IMPORTANT – never endanger your own life or the lives of others when carrying out the duties of Floor Warden)

9. General Responsibilities

All owners, managers and tenants of high-rise office buildings shall comply with all applicable provisions of the Montgomery County Maryland and Building Codes.

- I. Fire Safety Team. The Emergency Action Team (BEAT) will serve as the Fire Safety Team and is hereby defined as the Fire Safety Director/Property Management Officer, Assistant Fire Safety Director/Property Management Officer, Engineers, and such other persons specified in the approved plan.
 - A. The training required for the BEAT Team shall include organizing and training in order to conduct fire drills, evacuations and related activities. Such training shall be consistent with the Montgomery County Maryland Fire Department standards and may include a written test and demonstrations of individual proficiency.
- II. The owner, property management or designated representative of a high-rise building shall possess and maintain a Fire Safety Plan according to regulations consistent with the Montgomery County Maryland Fire Department standards. The emergency plan should include the following:
 - A. Identify the person or persons responsible for maintenance of facilities and personnel required by the plan.
 - B. Identify the responsible person designated as the "Fire Safety Director/Property Management Officer" and their duties.
 - C. List of sufficient alternates shall be provided for each Fire Safety Director/Property Management Officer and Assistant Directors.
 - D. Provide approved procedures for reporting fires and/or fire alarms.
 - E. Instructions on the Fire Alarm system operations.
 - F. Procedures for evacuation.
 - G. Identify the building fire safety features.
 - H. Maps with means of egress. A means of egress comprises the vertical and horizontal ways of travel to a public way.
 - I. The maps shall also indicate those stairwell doors through which under emergency conditions re-entry may be made into the corridor.
 - J. The locations of any of the following components may be required on the maps:
 - 1. Fire Alarm Pull Stations
 - 2. Fire Extinguishers and Fire Hose Cabinets
 - 3. Elevator Lobbies
 - 4. Fire Depository Box
 - 5. Emergency Generator
 - 6. Fire Alarm Annunciator Panel
 - 7. Fire Extinguishing Systems
 - 8. Smoke Removal Controls
 - 9. Public Address System Panels
 - 10. Two-way Communications means
 - 11. Fire Command or Central Control Room
 - 12. Elevator Fire Service Recall Location
 - 13. Stairwell Identification
 - 14. Air handlers, Mechanical and Electrical service rooms
 - 15. Other Emergency Control or Indicating Systems

9.1 THE FIRE SAFETY DIRECTOR/PROPERTY MANAGEMENT OFFICER SHALL:

- A. Maintain current fire safety team training records. Records shall be made available to the Fire Department upon request.
- B. Notify an on-site Property Management representative who shall be the Acting Fire Safety Director/Property Management Officer and be capable of directing an evacuation as provided for in the Fire Safety Plan when the Fire Safety Director/Property Management Officer is not available in the building. The training and related activities of the Acting Fire Safety Director/Property Management Officer shall be under the direction of the Fire Safety Director/Property Management Office. Such activities shall be subject to Fire Department control.
- C. Distribute the applicable parts of the approved Fire Safety Plan to all tenants, Floor Wardens and Property Management Office or contract employees.
- D. Be familiar with the approved Fire Safety Plan and conduct a fire drill at least every six (6) months. The Fire Department, upon survey of conditions, may require additional drills. A written record of such drills shall be kept on the premises and shall be readily available for Fire Department inspection.
- E. Select, organize, train and supervise qualified Building Emergency Action Team members and be responsible for their availability and state of readiness.
- F. Implement an approved training program to provide fire prevention and emergency procedures for, but not limited to, the following person(s): building maintenance personnel, security personnel, custodial personnel, and such other specialized personnel the Fire Department deems applicable to each building.
 - 1. Ensure that each employee be familiar with the Fire Safety Plan, the location of exits and the location and activation of any available fire alarm pull stations.
- G. Be responsible for installation and maintenance of the Fire Depository Box and its contents.
- H. Provide facilities and assistance as needed by the Fire Department to obtain approval for the Fire Safety Plan.
- I. The building manager or owner of a high rise office building, who has employed or contracted with an answering service, shall provide instructions to the answering service to call 911 when a fire, the smell of smoke, or a fire alarm is reported to them. Answering services outside of the 911-service area shall call the Montgomery County Maryland Fire Department emergency telephone number: 911. Answering services shall also instruct the caller to dial 911 to report the conditions.
- J. Notify the tenant when any employee of the tenant or individual is neglecting their responsibilities contained in the Fire Safety Plan. If the tenant fails to correct the condition, the owner or person in charge of the building shall notify the Fire Department..
- K. Understand the purpose and operation of all fire and life-safety systems located in the building under the control of the building owner or manager.

9.2 FLOOR WARDENS.

- A. Each floor of a building shall be under the direction of the Floor Wardens for the evacuation of occupants in the event of a fire or fire alarm.
- B. Each Floor Warden shall be familiar with the Fire Safety Plan, the location of exits and the location and operation of any available fire alarm systems.

9.3 BUILDING EMERGENCY ACTION TEAM (BEAT) PERSONNEL.

- A. Shall be trained in accordance with regulations established by the Fire Department.
- B. Duties and responsibilities shall be in accordance with regulations established by the Fire Department..
- C. Shall be familiar with the Fire Safety Plan, the location of exits and the location and activation of any available fire alarm systems.

9.4 TENANTS.

- A. Each tenant shall be required to comply with this Fire Safety Plan and distribute to all their employees.

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- B. All tenants, upon request of the owner, property management or designated representative, shall make responsible and dependable employees available for Floor Warden training towards approval and implementation of the Fire Safety Plan.
 - 1. A Floor Warden shall be provided for each tenancy per floor. When the floor area of a tenancy exceeds seven thousand five hundred (7,500) square feet of occupied space, a warden shall be assigned for each such seven thousand five hundred (7,500) square feet or part thereof.
 - 2. Each floor of a building shall have a minimum of two (2) Floor Wardens.
- C. Advise the Fire Safety Director/Property Management Office of any employees that need special assistance in evacuation so that the Mobility-Impaired List can be updated in the Fire Control Room.

10. Active Shooter

The following is the agreed-upon definition of an active shooter by U.S. government agencies including the White House, U.S. Department of Justice/FBI, U.S. Department of Education, and Department of Homeland Security/Federal Emergency Management Agency:

10.1.1 Profile of an Active Shooter

An Active Shooter is “an individual(s) actively engaged in killing or attempting to kill people in a . . . populated area.” In most cases of mass casualty attacks, the actors use firearm(s), but it is important to be aware that other weapons are sometimes used such as explosives and cutting instruments.

Active shooter incidents are usually unpredictable and the situations evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

- Since most active shooter situations are often over within 5 minutes before local law enforcement arrives, individuals must be prepared both mentally and physically to deal with an active shooter situation. Civilians will often have to make life and death decisions, and, therefore, should be engaged in training and discussion on decisions they may face.

10.1.2 How to Respond When an Active Shooter Is In Your Vicinity

The DHS recommended survival techniques you follow should be fluid based on the threat, your location and your individual circumstances. Therefore, note that the order of the techniques can be modified. RUN/HIDE/FIGHT

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. **RUN** Evacuate

- If there is an accessible escape route, attempt to evacuate the premises. Be sure to:
- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed door and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet If evacuation and hiding out are not possible:
 - Remain calm
 - Dial 911, if possible, to alert police to the active shooter's location
 - If you cannot speak, leave the line open and allow the dispatcher to listen

3. **FIGHT** Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

10.1.3 General Response Guidelines to a Report of an Active Shooter

During a report of an Active Shooter incident, and when safe to do so, each tenant will be instructed via a PA Announcement or mass notification alert to implement their company's Active Shooter response plan.

PA Announcement – Whenever possible and safe to do so, an announcement will be made over the fire alarm PA system. Below is a sample script emergency notification when the active shooter is inside the building:

“An active shooter has entered the building; he was last seen on the 3rd floor of the building. Please implement your company’s active shooter response plan based on your location and stand by for further notifications.”

Active Shooter Inside the Building

- The building’s Fire Safety/Security/EAP Director will inform the occupants of the building to implement and maintain their company’s Active Shooter incident policy until the shooter can be isolated or is immediately stopped by responding law enforcement officers.

Active Shooter Outside the Building

- **Lobby Area** - In order to protect the occupants within the lobby area, the building’s Fire Safety/Security/EAP Director will initiate a lock down of the lobby and have lobby occupants relocate to a safe area until the shooter(s) can be isolated or is immediately stopped by responding law enforcement officers.
- **Rest of the Building (above and below grade areas)** - The building’s Fire Safety/Security/EAP Director will initiate a Shelter-in-Place Emergency Action Plan response for the remainder of the building occupants informing them of the situation via a PA announcement.
 - Once more information is provided and confirmed i.e., location of shooter(s) direction of flight, the building’s Fire Safety/Security/EAP Director will provide the occupants of the building with an update of the situation.
 - To the extent that the FS/Security/EAP Director has actionable information, he/she will inform the occupants of the building of what is actually going on, where it is happening, and what part of the EAP Plan the building will be implementing and provide frequent status updates.

Elevator Recall

Unlike fire emergencies, the Fire Safety/Security/EAP Director is NOT required to recall all the passenger elevators. The Fire Safety/Security/EAP Director will act based on available information including the building’s infrastructure and the reported location and movement of the threat before deciding where to position the elevators.

Fire Alarm Pull Stations

As a general guideline, tenants should NOT pull the manual fire alarms due to the fact that this may automatically unlock the stairway re-entry doors and recall the elevators to the lobby. This could

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potentially give wider access to an active shooter and in the case of an elevator lobby recall, deliver tenants into a potentially unsafe location.

11. Bomb Threat

A bomb threat is an effective means of disrupting business. Many bomb threats are false and are simply intended to disrupt operations and cause confusion. If a bomb is intended to kill, injure, and destroy, there is typically no advance warning because this would defeat the purpose, as demonstrated in the Oklahoma City and World Trade Center bombings.

On the other hand, an individual might want to destroy an office but not injure people; this is typically when a genuine bomb threat is called in. Regardless, every threat should be treated as legitimate until proven otherwise.

A bomb threat is a phone call, letter, message, e-mail or other means of communication that states an explosive device has been placed in or near the building. Bomb threats can be classified into two categories, either low-level or high level.

11.1 LOW-LEVEL THREAT

A bomb threat is considered low-level when:

- A caller lacks details
- No description of the bomb or number of bomb(s) is given
- No location is identified inside or outside the building
- No detonation time is provided
- No reason is given to bomb the building
- No device is found

When a Low-Level Threat is received, the building may remain open for business. The BEAT may notify each tenant's primary contact to inform him or her of the threat. If the BEAT decides that the building will remain open for business, it is up to each tenant, as in any situation, to decide independently whether to evacuate the building or remain open for business.

11.2 HIGH LEVEL THREAT

A bomb threat is considered high-level when:

- Caller provides specific details regarding the type of bomb
- A description is given
- A floor, office area, specific location and/or the time of detonation is designated
- A reason is given for wanting to bomb the building
- A device or suspicious article is found

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When a High-Level Threat is received, a partial or full evacuation should be considered if the threat is deemed credible, if a suspicious article is located, or if the local authorities mandate the evacuation. The BEAT will notify each tenant's primary contact to inform him or her of the threat.

11.3 TELEPHONE BOMB THREAT

In the event of a bomb threat either through a telephone call or by other means, the following procedure should be followed:

Try to keep the caller talking as long as possible. Ask the person to repeat part of his message. Remain calm. Write down the message and obtain as much relevant information as possible. To assist you, a printed form has been supplied to record significant items. Below are some of the items listed on the form along with other information that would aid in the investigation. (See Form 1)

- Time the call was received?
- When is it due to explode?
- Identification of the caller?
- Why was the bomb put there?

Try to recall every statement made by the caller and find out as much as possible about the caller. For example:

- Sex
- Age
- Voice characteristics (educated, low, high-pitched, accent)
- Speech (fast, slow, nervous, slurred throat drinks or drugs)
- Manner (calm, angry, hysterical, humorous)
- Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately notify the Building Office. The building manager will coordinate the search activities and make necessary notifications.

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11.4 BOMB THREAT RESPONSE AND DESCRIPTION CHECKLIST

11.4.1 Telephone Procedures

DATE: / / **TIME RECEIVED:** : **AM/PM** **CONCLUDED:** : **AM/PM**

- ☐ REMAIN CALM, BE COURTEOUS, LISTEN TO, AND DO NOT INTERRUPT THE CALLER
- ☐ GET ATTENTION OF ANOTHER PERSON – GIVE NOTE SAYING “CALL POLICE – BOMB THREAT” 911
- ☐ IF YOUR PHONE HAS CALLER ID DISPLAY, RECORD NUMBER OF INCOMING CALL _____
- ☐ WRITE DOWN EXACT WORDS OF THE CALLER AND THREAT
- ☐ DON'T HANG UP THE PHONE. LEAVE LINE OPEN
- ☐ NOTIFY A SUPERVISOR

RECORD EXACT WORDING OF THREAT

TRY TO KEEP THE CALLER ON THE PHONE AND TALKING BY ASKING THE FOLLOWING QUESTIONS:

- ☐ 1. WHEN WILL IT EXPLODE? AT WHAT TIME? _____
- ☐ 2. WHERE IS IT LOCATED? WHAT FLOOR? ROOM? _____
- ☐ 3. WHAT DOES IT LOOK LIKE? _____
- ☐ 4. WHAT KIND OF BOMB IS IT? _____
- ☐ 5. WHAT WILL SET IT OFF? _____

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- ☐ 6. WHY ARE YOU DOING THIS? _____
- ☐ 7. WHO ARE YOU? _____
- ☐ 8. ARE YOU AWARE THAT IT COULD KILL OR INJURE INNOCENT PEOPLE IN ADDITION TO THOSE YOU INTEND TO HURT?

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11.4.2 Bomb Threat Caller Description checklist

Check all that apply.

Sex: Male _____ Female _____ Unknown _____ Approximate Age _____

VOICE	SPEECH	LANGUAGE	BEHAVIOR	BACKGROUND NOISES
Clean	Accented	Educated	Agitated	Airport
Distorted	Deliberate	Foreign	Angry	Animals
Loud	Distinct	Foul	Blaming	Baby
Muffled	Fast	Intelligent	Calm	Birds
Nasal	Hesitant	Irrational	Fearful	General Noise
Pitch-High	Lisp	Rational	Laughing	Guns Firing
Pitch-Med	Slow	Slang	Nervous	Gymnasium
Pitch-Low	Slurred	Uneducated	Righteous	Machinery
Pleasant	Stuttered	Unintelligible	Other:	Music
Raspy	If Accented,	If Foreign,		Party
Smooth	Describe:	Describe:		Quiet
Soft				Restaurant
Squeaky				Talking
Unclear				Tavern/Bar
Other				Television
				Traffic
				Train
				Typing
				Water/Wind
				Other:

☐ Name Of Person Receiving
Call: _____

☐ Phone Number Threat Was Received
On: _____

☐ Name Of Possible
Suspect: _____

Immediately after the call notify:

Property Management Office.....(240) 752-9070

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Police Department.....911 Do not discuss the bomb threat with anyone other than the Property Management Office, Security, Central Operations personnel, Police, and/or your supervisory personnel.

11.5 LETTER BOMBS

Letter bombs are designed to travel safely but to explode when opened, triggered by either mechanical (spring loaded) or electrical means. One common type of postal bomb consists of 2 to 5 ounces of plastic explosive with a pencil-shaped metal fuse pressed in its center. Envelopes usually measure approximately 5-3/4" by 4" by 3/16" thick and weigh between 2 and 5 ounces.

Some signs to look for:

- Size - Is the letter unusually thick?
- Weight - Is it heavy? An effective letter bomb will weigh over two ounces. Few first class letters weigh as much.
- Balance - Is it heavier on one end?
- Appearance - Are there grease marks on the envelope or wrapping caused by sweating of an explosive? Is the envelope sealed more tightly than usual or taped shut? Does it bear an unusual style of writing?
- Odor - Is there a smell of almonds or marzipan?

If a parcel or letter appears suspicious DO NOT OPEN IT. Immediately inform the Police Bomb Squad by calling 911, and then notify Central Security at (240) 375-2673.

12. Chemical, Biological, Radioactive (CBR) Release

If there is a CBR release including an envelope “white powder” and potential exposure call 911 and the Security/Property Management office (240) 752-9070. Provide the building’s address, your floor and phone number, and also what type of spill has occurred. Any person(s) exposed should be directed to an area where they and where other people will not become contaminated, and are to await medical attention there.

Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

- The Property Management Office will directly notify the tenants of a shelter-in-place condition using either the PA system or other mass notification alert depending on the nature of the advisory.
- Notification will include, whenever possible, the reported location and type of chemical, biological, radiological (CBR) disbursement.
- Communication between the Property Management Office and tenants will be maintained using Send Word Now, telephone, public address, or by e-mail—as deemed most efficient.
- With sufficient warning from civil authorities, the Property Management Office will endeavor to take the following actions upon implementation of a shelter strategy directed by civil authorities:
- Outside air intakes will be turned off and Air handling units will be turned off.
- Building occupants on street level, lobby level and atrium floors more exposed to outside air will relocate up to floors in the tower.
- All elevators will be taken out of service, recalled to lobby level in fireman’s service phase I mode.
- Announcements will be made advising building occupants to shelter-in-place by closing office doors, and by staying away from elevator lobbies and stairwells until further notice.
- Elevators will remain out of service until the authorities advise the Property Management Office that it is safe to release them.
- Should civil authorities direct that the building be evacuated, exit will be restricted to stairwells unless otherwise directed.
- Once advised to leave the building after a shelter event, civil authorities will direct egress. It will be the recommendation of the Building to follow staged evacuation procedures in an attempt to keep egress from becoming disorderly.
- Upon leaving the building, evacuation routes are contingent upon area of release, wind direction, temperature and other factors specific to each incident.
- All safety assessments and directives will be provided by civil authorities.

12.1 RESPONSE PROTOCOL FOR SUSPECTED NUCLEAR OR BIOLOGICAL RELEASE

- Contain the material to minimize the impacted area
- Contain the material to minimize the number of individuals exposed
- Contain the potential impacted individuals to ensure that they receive proper medical attention
- Remove non-impacted individuals from the area as quickly as possible
- Maintain control of all potentially impact materials

12.1.1 Notification

- Notify Supervisor

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- Notify Local Emergency Response Authorities (Call 911)
- Notify the Property Management Office (240) 752-9070
- Notify Co-Workers in area

12.1.2 Containment

If material is released, impacted or potentially impacted individuals should move from immediate area to adjacent control area. Minimize activities until appropriate response staff arrives. If absolutely necessary, move impacted individuals into nearest bathroom facility on floor.

- Non-impacted individuals on the impacted floor should be evacuated, and await further instructions from response team.
- HVAC system (heating and ventilation system) for impacted and adjacent areas, and bathrooms should be immediately turned off.
- Isolate impacted area(s), e.g. shut door during exit. Do not allow any unprotected personnel into the impacted area.
- Retain all impacted material for response team.

The authority and responsibility to call a building evacuation in most cases rests with the local government officials. However, in the event of an immediate life threatening situation, the Fire Safety/EAP Director has the authority to evacuate the building or to implement another phase of the Emergency Action Plan.

13. Elevator Entrapment

13.1 ELEVATOR MALFUNCTION

Occasionally elevator service can be interrupted when the elevator controls detect a potential malfunction. The building elevator equipment is designed to stop at the slightest hint of an unsafe condition occurring, which may impact service to passengers.

If elevator service is interrupted while you are a passenger, remain CALM. Do not attempt to force the elevator doors open or leave the cab.

Press the "**EMERGENCY ALARM BUTTON**" on the elevator panel which will summon assistance. Two way voice communication is available in all building elevators and security will remain in constant contact.

Once communication is established with security, the elevator mechanic will be notified to respond. Please stay away from the elevator doors and Do Not try to open the elevator doors.

Inform security of the following:

- Number of people in the elevator? _____
- Condition of people in the elevator? _____
- Number of injuries? _____
- Condition of the elevator? _____
- Names of people in the elevator? _____
- Company names? _____
- Telephone numbers? _____
- Who you would like notified? _____

Security personnel will maintain constant communication with the elevator occupants checking on physical condition and inform them that elevator staff is working on the condition.

14. Fire/Smoke Condition

14.1 EMERGENCY PROCEDURE

If The Following Is Reported To You, Or If You See Smoke, Or Flames, Or Smell Something Burning, IMMEDIATELY:

- Isolate the fire - (close the door if you can do so safely.)
- **Call 911** (Fire Department), and notify the Security/Property Management Office. Activate the Fire Alarm Pull Station, if the Alarm is not sounding.
- Proceed to your floor's relocation floor via the nearest safe stairway and wait further instructions from the building's Fire Safety Director. If evacuating the building – use emergency exit stairs to the street level and proceed to your company's pre-determined assembly area outside the building.
- Report any change in conditions to the Fire Department and the Fire Safety Director/Property Management Office.

14.1.1 Fire Safety Director: (Chief Engineer serves as Fire Safety Director)

- Call the Fire Department, and have someone meet the Fire Department upon their arrival. Any fire shall be reported to the Fire Department, no matter how small, even if extinguished.
- Recall all elevators that access the floor of incident by turning the Elevator Fire Service Recall Switch to the "ON" position.
- Direct evacuation procedures utilizing the public address, if available.

14.2 FIRE ALARM ACTIVATION:

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm. This will set off a "sequence of operations" that may include the:

- Activation of the evacuation tone and strobes lights on those floors,
- Release of the stairway re-entry doors for relocating building occupants,
- Recalling of the elevators to the lobby,
- Shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

Upon activation of a fire alarm on your floor, you are to listen to the PA announcements from the building's Emergency Action Plan Director and proceed to the nearest safe stairway exit and continue down the stairs to your floor's re-entry floor or evacuate the building to the pre-determined outside assembly area depending on your regions typical response plan.

In either scenario, whether relocating to another floor or evacuating the building to the outside assembly area, you are to report in to your floor warden(s) and await further instructions.

14.3 SPECIAL INSTRUCTIONS ASSISTING THE MOBILITY IMPAIRED

Persons having any mobility impairment need to be considered prior to any need for evacuation. It is necessary for Floor Wardens to notify the Fire Life Safety Director/Property Management Office of any Mobility-Impaired tenants that may require special assistance in the event of an evacuation. A list must be maintained and updated as necessary. Building occupants can also identify themselves as an occupant in need of assistance during an emergency on our Building Safety Solutions Online Life Safety Training website at <https://bethesdaacrescent.bssnet.com/>

If there is any evidence of fire, person(s) having mobility impairment should be positioned near the fire exit stairwell that is located farthest away from the fire. If fire conditions pose a personal threat, the Floor Warden or person assisting should enter into the exit/stairwell with the person(s) needing special assistance and wait for the Fire Department. If fire conditions pose a personal threat in the stairwell, the mobility-impaired person(s) should be evacuated to a safe location. Floor Wardens shall have someone notify the Fire Department of the location of all mobility-impaired occupants that have required special assistance in evacuating the affected areas of their location.

15. Heightened Alert

Local, national, or international events may dictate that additional measures should be put in place to ensure the safety of the building and its occupants. For example, extra security precautions may be necessary during trials of individuals accused of serious crime or following incidents or threats of world terrorism. Brookfield's goal is to institute appropriate security measures without undue inconvenience to building users. Such measures may include the following:

- Extra or more frequent patrols by security officers, including areas outside the building, with special attention paid to apparently suspicious vehicles, suspicious persons loitering in the area, and unattended vehicles or packages
- More frequent inspection of restroom facilities, stairwells, and trash receptacles
- Higher security visibility
- Greater attention paid to all persons or vehicles seeking to enter the building at loading docks and freight areas (loading docks and freight elevators may be closed)
- Restrictions on building access

Please feel free to contact the building manager at any time about these or other security issues.

16. Major Water Leaks

Persons discovering water leaks should immediately report them to the Property Management Office at (240) 752-9070. Be certain to give your name, firm name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, close all open drawers in the vicinity, move papers or work in progress, place wastebaskets or buckets under leak (s) and move furniture.

17. Medical Emergency

In the event of a medical emergency or accident involving personal injury in the workplace immediately call 911 and Security/Property Management at (240) 752-9070. Give security/office management the floor number, location on the floor and the type of accident or medical emergency.

Patient Assessment & Crowd Control

Certified CPR/AED employees, if present, should be notified to respond to the medical emergency (via email, phone, or runner) and assume control of the situation. The certified employees have been trained to conduct patient assessment and to ensure that the following procedures are followed:

1. Conduct Patient Assessment and ensure:
 - a. That 911 has been notified and the AED and First Responder Kit are on the scene.
 - b. Secure the scene by:
 - i. Confirming the scene is safe for rescuers
 - ii. Removing all non-essential personnel from the area
 - iii. Clearing a path for EMS arrival
- Someone should remain with the victim. Do not move the victim unless in immediate danger. Keep comfortable and warm.
- Security will ensure elevator is available and waiting at the street level and will meet the Emergency Medical Services (EMS) ambulance crew outside the building and direct them to the freight elevator.
- Follow instructions of Emergency Personnel.

18. Non Fire Emergency Responses

Catastrophic events can occur without warning, and they may not necessarily involve a fire. For clarity purposes, these events will be classified as “non-fire” emergencies and will include such events as: explosions, biological, chemical or hazardous material incidents or releases, natural disasters. Should this happen, a complete evacuation to street level may be necessary or you may be directed to remain at your work station and shelter-in-place. The Fire Safety/EAP Director will give instructions over the Public Address system as to what part of the EAP Plan will be implemented.

Additionally, Brookfield Properties has documented and implemented a building emergency action plan which includes various emergency scenarios Policy and Procedures and protocol for the Building Emergency Action team (BEAT) to follow during emergencies and incidents.

18.1 SHELTERING-IN-PLACE

Although you may want to get as far away as possible from an emergency situation, evacuation is not always the safest option. One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. Shelter-in place means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until an emergency passes and you receive an all-clear signal. Although sheltering-in-place can apply to many types of emergencies, i.e., blackouts natural disaster, civil disturbance, it is particularly important during hazardous material incidents. Local officials especially the Fire Department, are best qualified to recommend protective actions against hazardous materials exposure, and sheltering in-place is most often your safest option.

18.2 IN BUILDING RELOCATION

This is the controlled movement of building occupants from an endangered area to an area of safety within the same building in response to an emergency that affords a different level of protection than sheltering in place. These areas are pre-determined and identified in the EAP plan and are usually more remote. This area or space tends to be more isolated, away from exterior walls and any open floor space. This also may involve relocating to another floor or interior stairway.

18.3 PARTIAL EVACUATION

In some instances, a full building evacuation may not be necessary or feasible. Evacuating only some of the building occupants may be all that is required to provide a level of protection from an exposure. This movement of occupants utilizing the stairs, and possibly some elevators, will be coordinated from the Fire Command Station with instructions from the EAP Director being transmitted over the PA System. Upon exiting the building, occupants will be instructed to report to their assigned assembly area, this area will also act as a point of contact for employee accountability and information sharing.

18.4 EVACUATION

The timing of the evacuation order should relate to the immediacy of the threat. Some emergencies pose a threat so immediate that evacuation must be ordered as soon as the situation is detected. Other situations will warrant monitoring and a heightened level of attention, so that if evacuation becomes necessary, it can be expedited.

Should this become necessary, employees will proceed out of the building to an exterior assembly area.

- Once instructions have been received to evacuate the building, follow directions from the Fire Safety/EAP Director, Floor Wardens and/or Fire Department personnel.
- Exercise caution when going down stairs, hold handrails, and do not run, or push others. High heel shoes should be removed and carried.

- Only building occupants who require assistance will be evacuated by responding Fire Department personnel. Elevators may be used for this purpose where it is deemed safe to do so by the Fire Department. Individuals requiring this assistance are designated in the EAP Plan upon prior notification from tenant firms.
- Once outside the building, move away from it immediately to avoid being hit by falling glass or becoming an impediment to responding emergency personnel. Proceed directly to your floor's pre-determined assembly area for further instructions and employee accountability.

NOTE: DO NOT USE ELEVATORS UNLESS INSTRUCTED BY BUILDING STAFF OR FIRE DEPARTMENT

18.5 EMPLOYEE RESPONSIBILITIES

Brookfield Properties is committed to doing all it can to ensure the safety of its tenants. Each building employee is responsible for being familiar with the procedures that ensure his/her own safety, as well as that of co-workers.

If building employees hear an alarm and see strobe lights flashing on their floor, or hear an announcement via the public address system, they should immediately prepare to evacuate if so directed. This is a fire alarm or an emergency warning – do not delay. Always assume that the alarm/announcement is real. (Whenever there is a test of the fire alarm system, prior notice will be given before the sounding of the alarm or the announcement.) Employees should not call Security or Building Services in an attempt to verify the validity of an alarm/emergency warning. The Fire Safety Director/Property Management Office will be advising you through the public address system of the inquiry, the floor affected, and the results.

18.6 GENERAL EVACUATION INFORMATION

If a fire or emergency requires a full building evacuation, you will be advised by the Floor Wardens or the Public Address System what to do. Please note:

- Once the alarm sounds, assemble at the nearest emergency exit, and await further instructions from your floor's Floor Warden and/or Fire Safety Team members.
- If you are not on your floor or in your department when an alarm occurs proceed to the nearest exit on that floor, and await further instructions. Do not go back to your office for any reason.
- Treat all alarms as if they are real. If required to evacuate, remain calm. Take the stairs, and listen to your Fire Safety Team leader.
- If the stairwell is filled with smoke or unsafe, use an alternate stairwell exit. Elevators shall not be used except when directed by the Fire Department or competent authority.
- Once out of the building, move a safe distance (usually a distance that is greater than the height of the building) away from the building.
- Do not return to your work area until an "all clear" is given.

If a fire or emergency requires a full building evacuation, you will be advised by the Floor Wardens or the Public Address System what to do.

19. Power Outage

Although power outages are infrequent and usually brief, we ask for your patience while the local utility company restores power. If a partial or complete loss of electrical power occurs, backup generators will power certain building systems. This includes life-safety systems, emergency exit and stairwell lighting and the elevator retrieval system for emergency personnel use. Property Security will keep building occupants informed by using radios and/or the voice communication system.

If the Property Management Office has determined that the blackout will be short-term and no evacuation is necessary, Property Security personnel will announce that the blackout is temporary and will ask that building occupants remain calm and await the restoration of power. If the blackout is expected to last for an extended period, or it's probable duration cannot be determined, the building manager may order an evacuation of the affected areas.

In any event, the Property Management Office will determine the appropriate response to a loss of power. In general, the decision regarding the action to be taken in a blackout situation will depend on the estimated duration of the blackout.

In the event of a power failure, remain where you are and wait for an announcement. Avoid moving about unless the area is safely illuminated. There is no need to evacuate unless instructed to do so.

- Call Property Management at (240) 752-9070 and provide details.
- Check the elevators on your floor(s) to see if people are trapped inside.
- If there are people trapped, ask them to remain calm and then notify the Property Management Office of their location.
- Property Management will assess the outage situation and notify the necessary repair parties (utility company, electrical, elevator, etc.).
- In the case of a full outage, Property Management will be in contact with the utility company concerning the circumstances of the outage and will obtain an estimated time of repair.
- The Property Management Office will update tenants at frequent intervals regarding power restoration status. Unless there is an emergency in your suite, please do not call the Property Management Office for updates. This will tie up any lines and possibly slow down the process. If an evacuation of your suite is necessary, you will be notified to respond as per the building's Emergency Action Plan.

20. Protest/Demonstrations

Civil disorder may occur in a variety of ways. One way is through a demonstration or protest. Demonstrations, or protests, are often peaceful expressions of personal views. However, some situations can grow volatile.

Security's course of action during a protest or demonstration is to monitor the situation and prepare to lock down the building, if necessary. We must keep demonstrators from entering the building. Often, Security personnel are the first individuals aware that a demonstration is taking place. Security will report its observations to Property Management. In return, Management will notify tenants if a protest or demonstration is taking place against them.

20.1 CIVIL UNREST OR RIOTING

Civil unrest presents potential damage to property and persons. It is our mission to ensure a safe environment for you. If unrest requires building lockdown or evacuation you will be notified.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

21. Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

Tornadoes occur in many parts of the world and in all 50 states. Tornado frequency is at its peak in April, May and June. The potential threat is most dangerous in the continental plains and along the Gulf Coast of the United States.

- **NOTE: Most tornadoes last only four or five minutes.**

21.1 TORNADO WATCHES

Are issued by the National Weather Service for areas threatened by tornadoes and severe thunderstorms. These watches specify a time period and area where tornado probabilities are highest. During a watch, look for threatening weather and stay tuned to radio and television for more information.

21.2 TORNADO WARNINGS

Are issued by local National Weather Service offices when a tornado has been sighted or indicated by radar. Warnings describe the area that could be affected. If a WARNING is issued, take cover immediately.

21.3 WHERE TO GO

Stay away from windows, glass doorways and outside walls. Close doors to the exterior offices and go to interior small rooms or into inside hallways. Protect your head and crouch down making yourself as small a target as possible.

21.4 AFTER THE STORM

- Inspect your area for damage.
- Check immediately for electrical problems and gas leaks.
- Report your findings to the Property Management Office at (240) 752-9070
- Cooperate in the cleanup of debris.
- During repairs and cleanup, wear shoes and gloves.

- Follow directions from Building Emergency Personnel and Public Safety Officials.

21.5 EARTHQUAKES

An earthquake is caused by a sudden slip on a fault. Stresses in the earth's outer layer push the sides of a fault together. Eventually enough stress builds up and the rocks slip suddenly, releasing energy waves that cause the shaking we feel during an earthquake.

Earthquakes come in clusters. In any earthquake cluster, the largest one is called the main shock; anything before it is called a foreshock and anything after is called an aftershock. We must be prepared for aftershocks and the damages they can cause.

These procedures are designed to assist in preparing for an earthquake before it occurs and provide guidelines to follow during the disaster. Preparedness is the key to safety and a quick recovery.

Before The Earthquake

Mitigation

Non-structural hazards must be identified and every effort must be made to correct potentially dangerous situations. This includes securing furniture such as book cases, wall units or other items that could fall and injure someone or block an evacuation route. In some cases, this may not be feasible. For this reason, awareness of these problems is of the utmost importance.

Assess Your Work Area

- **Windows/Glass:** If your work station is near a window or glass partitions, decide where you will take cover to avoid being injured by flying glass.
- **Heavy Objects:** If your work station is near a temporary wall or partition, make sure it is securely anchored.
- **Loose Objects:** If you have materials stored on top of cabinets or shelves, determine if these items should be secured or moved.

During The Earthquake

- **Remain Calm** – Do not panic, and do not attempt to go outside. Protect yourself.
- **Act Quickly** – Move away from windows, temporary walls or partitions, and freestanding objects such as file cabinets, shelves, or hanging objects.
- **Duck** – or drop down to the floor.
- **Cover** – Take cover under a sturdy desk, table, or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms.
- **Hold** – If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it.
- **Stay Put** – Hold this position until the ground and/or building stops shaking and it is safe to move. Stay inside; do not attempt to exit the building during the shaking.
- If you are outdoors when the quake occurs, stay there. Move away from structures, power poles, lamp posts or retaining walls that could fall during the quake. Avoid fallen electrical lines and move to an open area.
-

NOTE - Doorways should not be used as protective cover.

After the Earthquake

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- Be prepared for aftershocks. If you are outside, do not return to your office or area until authorized.
- Check for injuries and administer first aid if necessary (and if qualified). Do not move injured unless absolutely necessary.
- Replace telephone handsets that have been shaken off, but do not try to use the telephone (except for emergencies to call (911)
- DO NOT USE ELEVATORS. When exiting, make sure that the exit path is safe to use.

Earthquake Evacuation

- Determine in advance all stairwells and alternate exits from your work location and the routes you will follow to reach that exit in the event an evacuation is necessary. Also establish your alternate routes to be used in the event your first route is blocked or unsafe to use.
- **Do not evacuate unless told to do so or danger is imminent.**
- Follow instructions given by emergency personnel.
- Walk, DO NOT RUN, and keep noise to a minimum.

DO NOT USE ELEVATORS

- DO NOT push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail).
- Move to your designated evacuation area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired persons if they are present.
- If you have relocated away from the building, DO NOT return until you are notified that it is safe to return.

What If You Are in an Elevator

- Many elevators are designed to go to the nearest floor in the direction of travel and open.
- However, some elevators will stop in any moderate earthquake. Building maintenance personnel will contact each elevator car as quickly as possible and advise you how rescue will occur.
- Upon being rescued, take directions from the Floor Warden of that floor.
- If you have a medical problem or other emergency, call the phone numbers listed in the elevator car. If immediate help is needed, call 911

When Should You Go Home?

- It is in your best interest in the event of an earthquake or community wide disaster during normal working hours that all employees should remain at work.

21.6 HURRICANES

Before a tropical storm or hurricane enters the Gulf of Mexico there are some guidelines on how to protect yourselves, your premises and contents.

Always keep the contact information for your firm's Floor Wardens and emergency contacts up to date with the property management office. This will insure timely contacts from property management, giving you important emergency information.

Should your firm require on-site personnel during the storm, advise them to maintain an inventory of emergency equipment to be used to include but not be limited to the following:

- Flashlights and fresh batteries
- First-aid kits to treat minor injuries caused by flying glass
- Transistor radios for keeping abreast of weather and highway conditions

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- Ice Chests
- Water Coolers
- Thermal Bottles
- Non-perishable Food
- A Can Opener
- At Least One Change of Clothing

Please note that Brookfield Properties reserves the right to close the building for your safety, absent a governmental directive. In either instance, it is very important that all building occupants take the following steps prior to leaving:

- All mini-blinds should be opened and raised.
- Desks, table tops and all windowsills should be cleared of books, loose papers, and other items. These items should be placed in secured locked drawers or file cabinets.
- All artwork and furniture should be moved away from windows. Personal items should be stored in a safe area or removed from the building.
- Waterproof tarpaulin or heavy plastic can be useful for covering desks, computers, and filing cabinets.
- Bookcases in offices with exterior windows should be turned (if possible) to face the wall.
- Computers and related equipment should be backed up, powered-down and unplugged.
- All lights should be turned off.
- All electronic equipment should be removed from offices with windows and secured in an area near the core of the building (if possible).
- All office doors should be shut and locked when possible.

Brookfield Properties will maintain limited staffing at the property throughout this event. We are fully prepared to take appropriate actions, which includes but is not limited to the following:

- The building roof and grounds will be cleared of debris.
- Storm drains will be cleaned and locked down.
- Emergency generators serving emergency lighting and fire/life safety systems will be serviced and fuel tanks filled.
- Emergency supplies and equipment to include, plywood (for installation in the event of window or door damage), sandbags, portable radios, two-way radios, tarps, plastic, and miscellaneous tools are stocked in ample quantities.
- We are committed to communicating and working closely with you as we prepare for the possibility that we will be affected by this hurricane. Please free to call the management office at (240) 752-9070 with any questions or suggestions you might have.

Please note we will utilize the Send Word Now / LiveSafe emergency alert system to advise tenant contacts and other designated emergency contacts of important developments should the need arise.

22. Suspicious/Unattended Package

A suspicious letter or parcel might have some of the following indicators:

- Origin - Postmark or name of sender is unusual, unknown, or no further address is given.
- Postage - Excessive or inadequate postage.
- Balance - The letter is lopsided or unusually thick.
- Weight - The letter or package seems heavy for its size.
- Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively.)
- Smell - Particularly almond or other suspicious odors.
- Writing - Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common words or names are misspelled.
- Rub-on block lettering.

Save all materials, envelopes and containers. Avoid unnecessary handling to preserve fingerprints, handwriting, printing, postmarks, etc. Preservation of evidence is essential.

22.1 HANDLING A SUSPICIOUS PACKAGE

- Do not excessively handle or open a suspicious package.
- Immediately segregate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package's size and shape.)
- If the letter or parcel remains suspect, call the police.
- Prevent anyone else from handling it.
- Call 911 and follow their instructions.
- Call the Property Management at (240) 752-9070 or Security (240) 375-2673.
- Follow instructions of Emergency Personnel.

If instructed, occupants should search only their immediate area and report the results of their search to the Floor Wardens. Occupants should unlock desks, lockers, file cabinets and turn off office machinery, but leave lights on. If necessary to evacuate, remove all personal items including purses, attaché cases, packages and lunch boxes that might cause wasted searching efforts. Leave doors open.

If a complete evacuation is ordered, all evacuation routes should be checked first.

22.2 SEARCH PROCEDURES

If the caller states or implies that a bomb is in a particular suite, Brookfield Security will request that the tenant assist in the search of their floor. Tenants are more familiar with their floor and they can determine whether an object belongs in the office, has been moved or is out of place.

If the caller states or implies that a bomb is in a common area of the building, then Brookfield staff and its Security Officers will conduct the search. During a search, communication is of the utmost importance and can be readily established through existing land-line-Installed telephones.

CAUTION: The use of radios or any other wireless devices during a search can be dangerous by causing the premature detonation of an electric initiator (blasting cap).

22.2.1 Search Team Procedure

It is advisable to have a team of two people search every room and area, if possible. When you enter a room to search it, first move to different areas of the room and stop and listen for unusual noises; become familiar with the background noise. Conduct your search using the following method:

- Search from floor to waist level
- Then search from waist to chin level
- Then search from chin to ceiling Level
- Then search in the suspended ceiling (if applicable)
- Place a sign or 'Post-it' note indicating "Searched" in a conspicuous Location

22.2.2 Suspicious Object Located

If a suspicious object is found:

- Isolate the object
- Do NOT move, jar, or touch the object or anything connected to it or around it
- Evacuate everyone in the area, including yourself.
- Notify a BEAT Team member immediately.

23. Unsafe Conditions or Suspicious Activity/Individual

23.1 UNSAFE CONDITION

If a slippery floor, debris left in a common area, broken glass, etc. – is noticed, please notify a security officer or the Property Management Office immediately. Our staff inspects the property regularly; however, problems you might see sooner are addressed immediately.

23.2 SUSPICIOUS ACTIVITY/INDIVIDUAL

Do not hesitate to report any intruder or suspicious individuals to Security. Be sure to provide the location and description of the person(s).

Report any situation involving suspicious activity or a suspicious person to the Security/Property Management Office. Provide as much information as possible including a physical description of the person (s) and their location, whether or not they are armed, and the number of hostages and their location (if any).

23.2.1 Confronting a Suspicious Person or Intruder

- Simply asking “May I help you?” is often enough to deter a potential intruder. Office thieves do not want to be confused or identified.
- Following your instincts is critical. If there is ever any doubt or you do not feel right about an individual in your office, hallway or restroom, immediately call Security/Property Management Office at (240) 752-9070.
- Solicitation is not permitted in the building. Any individual who enters your office for this purpose should be reported to Security immediately.

24. Workplace Violence

Violence in the workplace can be caused by a variety of reasons that may not even relate to the work environment. Sometimes it is carried over from domestic problems. Sometimes a terminated employee becomes disgruntled. Usually, there is no advance warning.

24.1 WHAT TO DO:

- Call 911 immediately.
- Notify the Security/Property Management Office at (240) 752-9070 and inform us of the type of situation (e.g., provide physical description of persons involved, names, location). The Property Manager or the Director of Security will meet the police in the lobby of the building.
- Remain Calm and remember the Department of Homeland Security Active Shooter survival tactics: RUN/HIDE/FIGHT
 - Run – Evacuate the area
 - Hide – In a safe room that can be locked and barricade the door
 - Fight- As a last resort confront the shooter any way possible, throw objects make noise, move around, create an element of surprise for the attacker.

25. Office Safety Tips

- Valuables such as women's purses should never be left unattended, even in areas where visitors seldom go and, especially in the reception area. Never leave a purse on the floor or underneath the desk or on top of a file cabinet—put them out of sight.
- If you go shopping on your lunch hour, do not leave the packages exposed. Place the packages in a cabinet or drawer.
- All visitors, including messengers and delivery personnel, should be watched while on your premises. Escort them to inner office or work areas, do not simply direct them.
- Special care should be taken during the times most suited for pilferage—30 minutes just after opening and before closing—when there is maximum movement from work areas and offices.
- Investigation of prospective employees' backgrounds may eliminate potential threats.
- Consider changing locks after the discharge of any employees who had keys, access to keys or safe combinations. If business keys are lost, change the lock. All re-keying must be done through the Property Management Office.
- Personnel carrying keys to premises should never have any identifying tags on their key rings, since loss of a key ring would enable a dishonest finder to locate and use business keys to gain illegal entry.
- If personnel carrying keys park in garages that require leaving keys in the auto ignition, they should leave only the car keys. Duplicates can readily be made from other keys on the ring.
- Never leave the reception area unattended with the door unlocked. Extra care should be taken regarding small items such as radios, pocket calculators, pens and desk ornaments.
- Checkbooks and other valuable corporate property should be locked up.
- Avoid giving keys to outsiders for special deliveries or for early/late arrival for special purposes.
- Serial numbers of all important corporate items should be recorded to aid police in recovering property in the event of loss or theft.
- Immediately report to Security or the Property Management Office any strangers loitering in the building.
- If any equipment or valuables are lost, report it to the police, your insurance company and the Property Management Office.

26. Personal Safety Plan

As many aspects of our lives were changed by the events of September 11, 2001, we hope that this information is helpful to you and your family in preparing for emergencies.

General Tips:

- During an incident, stay where you are, unless directed by authorities to evacuate. Staying in your location is usually the most prudent course of action, unless you are in immediate danger.
- Do not assume that you should evacuate. If evacuation is appropriate, listen for the message indicating directions to proceed and signs to follow. Information will be provided to the public through the media. Your best initial action is to “shelter in place” and stay attentive to media broadcasts.
- Plan to walk or use transit.
- If you leave your vehicle, make sure it is secure and not parked on an Emergency Evacuation Route.
- If you have a car, it is best to try to keep at least ½ tank of gas in it at all times.
- Create a Family Emergency Plan
- Discuss with your family how you will respond to an emergency.
- Pick a friend or relative that all family members can call if separated (consider an out-of-state point of contact as it may be easier to call out-of-state after an emergency than in your local area).
- Prepare an emergency “Go-Kit” (the kit should have 3 days’ supply of food, water, medical items, first aid supplies, a flashlight, radio batteries, etc.).
- Know the Plans of Your School System
- If you have a child in school, you need to understand fully the school’s plans to protect your child in the event of an emergency.
- If you are told to evacuate, your children may have already been taken to a safe place by the time you reach their school. Find out if this will happen and where they will go.
- Consider partnering with other parents in your children’s classes to develop joint emergency plans and share pickups.