



# **BUILDING EMERGENCY PROCEDURES**

**Kilroy Realty Corporation**

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## EMERGENCY TELEPHONE NUMBERS

Fire	9 - 1 - 1 or 415-431-2800
Ambulance	9 - 1 - 1
Police	9 - 1 - 1 or 415-553-0123
Building Management Office (24 Hours/day)	415-777-5548
Lobby Console	415-777-3821
Bomb Threat	9 - 1 - 1
Poison Control Center	800-876-4766
Riot or Public Disturbance	9 - 1 - 1
SF General Hospital	415-206-8000
St. Francis Memorial Hospital	415-353-6000
Toxic Accidents or Spills	9 - 1 - 1
Fire Dept. Non-Emergency	415-558-3268
Police Non-Emergency	415-553-0123

**The location of the nearest street fire alarm pull box is located at the southeast corner of Second and Harrison Street.**

*When reporting an emergency, be brief and give the following information:*

- 1) Your name
- 2) Your exact location (building name, street address, floor, tower, and suite number)
- 3) Brief description of emergency situation
- 4) Your telephone number

## I.

### INTRODUCTION

Kilroy Realty Corporation is committed to providing a safe and secure working environment. As part of that commitment this booklet has been developed to assist the tenants and occupants of 303 Second Street in preparing for emergencies that might take place in the Building.

The procedures and instructions contained in this booklet do not cover every possible set of circumstances that may arise. Remember that every situation is different and your response may have to vary according to the circumstances.

All occupants of 303 Second Street have a responsibility to familiarize themselves with these life safety procedures so that, in an emergency, they will be prepared to react in a safe and efficient manner.

If you have any questions about the information contained herein, we encourage you to contact the Building Management Office and we will be happy to assist you in any way we can.

#### **General Property Description**

303 Second Street is located on Second Street between Harrison and Folsom Streets. Constructed in 1987, the Building is a mixed-use complex containing commercial office and retail tenants.

There are twin towers of nine (9) and ten (10) stories that meet at floors three (3) through six (6). Crossover between the two towers only occurs at ground level. There are four (4) levels of attached parking.

The total building square footage (including the parking garage) is approximately one million square feet. The building construction is Type I, fully sprinklered concrete structure.

## II.

### COMMUNICATIONS

**AUDIBLE ALARM** - A loud whooping siren indicates the sound of the alarm.

**PUBLIC ADDRESS SYSTEM** - The building is equipped with a public address system that allows the building management and emergency personnel to communicate information to the occupants of the building in the event of an emergency.

#### **EMERGENCY COMMUNICATION ANNOUNCEMENTS**

**Preliminary Investigation Script** - ATTENTION - ATTENTION. This is the Building Management. An alarm has been activated on the \_\_\_\_\_ floor of the \_\_\_\_\_ (north or south) tower. Engineering is investigating the alarm. Please stand by for further instructions.

**Evacuation Script** - ATTENTION - ATTENTION. This is the Building Management. There is an emergency situation in the building. Please evacuate the building immediately using the nearest exit stairwell. Move slowly down the right side of the stairs, out of the building and across the street. Follow the directions of the Floor Wardens. DO NOT USE ELEVATORS.

**False Alarm** – ATTENTION - ATTENTION. The Engineer has reported a false alarm, please disregard. We repeat, the Engineer has reported a false alarm, please disregard. If you have left your floor you may return now.

**All-Clear Script** - ATTENTION - ATTENTION. This is the Building Management. The emergency situation has been corrected and we have been given the all-clear signal.

**Power Outage** – ATTENTION – ATTENTION. This is the Building Management. We have experienced an electrical power outage. We are in contact with the utility company to determine the cause of the outage, and the estimated time the power will be restored. Please stand by for further announcements.

**Power Restored** – ATTENTION – ATTENTION. This is the Building Management. The utility company has restored power to the building.

### III.

## LIFE SAFETY FEATURES AND EQUIPMENT

**Fire Control Center (FCC)** – Located in the North Tower Lobby, the FCC serves as the command center during a fire situation. The fire panel displays the location of any alarm as well the type of alarm. This equipment is monitored 24 hours per day via phone lines.

**Whooping Siren** – A loud whooping siren will sound on the floor of the alarm situation, in the stairwells and in the elevators serving the fire floor.

**Strobe Lights** – Visual alarms are located throughout the building and will flash on and off in the event the alarm system has been activated. The strobe lights will flash continuously on the floor of the alarm.

**Pull Stations** – Located next to every fire exit stairwell and every elevator lobby. Manually activated by a person who observes a fire condition.

**Smoke Detectors** – Located in each elevator lobby, at the entrance to each stairwell, in mechanical rooms, and in air ducts throughout the building. These devices automatically activate the alarm system upon detection of smoke.

**Fire Escape Stairwells** – The building has six (6) stairwells (3 in each tower) to be used for exit in an emergency. They are equipped with fire resistant walls and fire-rated doors. The stairwells automatically pressurize during an alarm to allow fresh air to flow into the stairwell and prevent smoke from entering.

**Exit Signs** – Ceiling and wall mounted illuminated exit signs are used to show the path to the Fire Escape Stairwells.

**Evacuation Floor Plan** – A plan is posted in every elevator lobby and at the entrance to each of the Fire Escape Stairwells of the Building. The plan shows the evacuation route, exit locations and other emergency information.

**Fire Doors** – Fire rated doors are installed at the entrance to each Fire Escape Stairwell to prevent the spread of fire into the stairwells.

## **LIFE SAFETY FEATURES AND EQUIPMENT (Cont)**

**Emergency Telephones** – Located in all Fire Escape Stairwells, these phones provide a direct two-way communication with the Fire Control Center. An emergency telephone is located every 4 floors.

**Fire Extinguishers** – Located next to every Fire Escape Stairwell and inside all tenant spaces as required by code. Fire extinguishers are for use by trained personnel.

**Automatic Fire Sprinkler System**– The building is fully equipped on all floors with rapid-response sprinkler heads, reacting at 165 degrees Fahrenheit. Each sprinkler head covers a radius of 80 square feet at 50 gallons per minute.

**Elevator Recall** – The elevator lobby smoke detectors, when activated, recall the elevators to the main lobby.

**Fire Pumps** – Located in the Sprinkler Pump Room (basement level of the North Tower), which also houses the Building's reserve tank, holding 13,000 gallons of water. The fire pumps are rated at 1,500 gallons per minute.

**Emergency Generator** – In the event of a power outage the emergency generator will supply power to the elevators, life safety equipment and other emergency systems including the electric fire pump.

**Smoke Control Air Dampers** – On the alarm floor the supply and exhaust air dampers will open. On the two floors above and below the alarm floor, the supply air dampers will open and the exhaust air dampers will close, pressurizing the floors and preventing smoke from entering. On all other floors both the supply and exhaust dampers will close to prevent smoke from circulating to any other part of the building.

## IV.

### FIRE PREVENTION RECOMMENDATIONS

#### DO'S

- ⤴ Eliminate extension cords
- ⤴ Check electrical equipment
- ⤴ Know the location of fire extinguishers
- ⤴ Keep areas clean
- ⤴ Keep exits clear
- ⤴ Keep exit paths clear
- ⤴ Keep fire equipment clear
- ⤴ Report problems to the Building Management

#### DON'TS

- ⤴ No Smoking in building
- ⤴ Do not over use extension cords, unplug small appliances when not in use
- ⤴ Do not block doors in open position
- ⤴ Do not block fire equipment or exiting paths
- ⤴ Do not block sprinklers
- ⤴ Do not store combustible materials
- ⤴ Do not use an open flame for light
- ⤴ Do not allow trash or boxes of paper to accumulate in storage or other enclosed areas

## V.

### OCCUPANTS REACTION TO SMOKE OR FIRE

- If alarm has not already sounded, activate Manual Pull Station to activate fire alarm system.
- Call 9-1-1 from safe location. If conditions allow, call Building Management Office.
- Begin evacuation procedures – assist others in exiting.
- Extinguish small fires if it is safe to do so.
- Close doors to restrict spread of fire.
- Evacuate using nearest fire escape stairwell.
- Follow directions of the Floor Warden. Listen for instructions over the public address system.
- Do not re-enter building until Fire Department approves re-entry.

#### **FIRE EXTINGUISHER**

Ensure that the alarm has sounded -check fire extinguisher is proper type

Carry fire extinguisher to fire,

**P** pull pin

**A** aim at base of fire (crouch down low)

**S** squeeze trigger

**S** sweep side to side

Remember to keep between the exit and fire. Get fresh air immediately.

#### **EXITING PROCEDURES**

Once an alarm sounds, instructions may be given over the public address system as to the status of the alarm and whether to evacuate or stand by until preliminary investigation is completed. **If smoke and/or flames are visible, your first responsibility is to evacuate everyone off the floor. Do not wait for an announcement.**

#### **IT IS CRITICAL TO MAINTAIN CALM AND ORDER**

1. At first sound of alarm, proceed promptly to the nearest fire escape stairwell.
2. Keep low in heat or smoke.
3. Follow directions of the Floor Warden and the assistants.
4. Close office doors.
5. **USE STAIRWELLS FOR EXIT, DO NOT USE ELEVATORS.**
6. Assemble in assigned area, check-in with Floor Warden.
7. Await further instructions. Do not return to your floor until advised it is safe to do so.

## **OCCUPANTS REACTION TO SMOKE OR FIRE (con't)**

### **STAIRWELL RULES**

- No talking - listen for instructions
- Walk calmly
- Remove high-heeled shoes
- Expect other tenants to be entering the stairwell
- Stay to the right and out of the way of ascending fire and emergency personnel

### **PERSONS IN NEED OF EVACUATION ASSISTANCE**

- The disabled person should be allowed to select their aide
- The aide and disabled person should know the exact location of the safest exit
- The aide should assist the disabled person to the exit and away from the normal path of travel
- The aide should remain with the disabled person and await assistance from the Fire Department
- Report location of person in need of evacuation assistance to Floor Warden, Fire Safety Director, or Fire Department if Floor Warden or FSD is not available.

### **DEFEND IN PLACE**

If you find yourself trapped and unable to get to an exit, you will have to defend in place.

- Seal the gap at the bottom of the door to prevent smoke from entering
- Call 9-1-1 to report location and call for help
- Open a window for fresh air if possible (do not break windows unless you are in absolute danger of smoke inhalation)
- Hang a bright object from window
- Breathe through a wet towel and stay low
- Take other steps you deem necessary to assure your safety

### **IF TRAPPED IN SMOKE FILLED ROOM OR CORRIDOR**

- Crawl on hands and knees to a safe area
- Try to get to a fire escape stairwell or get to a smoke free room and defend in place

## VI.

# EARTHQUAKE

### **DURING AN EARTHQUAKE**

**DUCK AND COVER** - is the key to survival of the initial shock. At first moment of an earthquake, all occupants should take cover under a solid piece of furniture, away from glass and windows.

**Do not Panic. Remain Calm. Calm others.**

Do not attempt to leave the Building, remember you are generally safer in the Building rather than at street level. Do not use the stairwells or the elevators until you are officially advised it is safe to do so. Use extreme caution if you must use the stairwells before being advised it is safe.

### **FOLLOWING A DEVASTATING EARTHQUAKE**

**Post-Quake Recommendations:** Following a devastating earthquake, Floor Wardens should be prepared to take the following actions:

- Be prepared for aftershocks
- Check immediate location – ARE YOU SAFE? If not, move to a safer location.
- Check for injuries of others. Apply first aid. Move injured persons to separate area.
- Extinguish fires. Gather fire extinguishers.
- Turn off gas if you smell gas. Turn off water or electricity if it is a hazard. Unplug electrical equipment.
- Remain in the Building if it is safe to do so, move heavy tables to central core of Building, gather employees to core. Keep employees active.
- Establish internal and external communications. Attempt to contact Building Management and Lobby Attendants via runners.
- Put a sign in the window to mark your location.
- Listen for news or instructions over the radio.
- Ration food and water.
- Check to make sure all telephone receivers are on phone cradle.

### **PRE-QUAKE PREPARATIONS**

**Pre-Quake Inspection:**

- Secure bookcases and cabinets to wall or floor
- Secure water storage against spillage
- Secure wall attachments, i.e., pictures, bulletin boards, etc.;
- Install a lip on the front of bookcase and cabinets or remove items from top
- Secure heavy appliances at their bases
- Laminate glass which can shatter

## **EARTHQUAKE**

**(con't)**

**Suggested Emergency Supplies.** Your office should obtain and store the following items:

- Drinking water for three (3) days minimum (2 1/2 to 3 quarts of water per person per day)
- Food for three (3) days minimum, canned goods, dried foods, food bars, can opener
- First aid kit and first aid manual
- Portable radio and spare batteries (replace annually)
- Flash lights and spare batteries (replace annually)
- Rescue tools, pry bar, rope, large and small heavy-duty plastic bags, duct tape and scissors
- Blankets, extra clothes, sturdy shoes
- Sanitation supplies

### **Communications**

- Emergency phone list
- Family numbers: work, school, day care
- Long distance message check-in phone number (out of state)
- Cell phone and spare batteries

## VII.

### SHELTER IN PLACE

- Why Shelter in place because of Chemical, biological, radiological or physical debris may be released or scattered accidentally or intentionally into the environment.
- 
- Shelter in place means selecting a small, interior room with no or few windows and taking refuge there. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. It does not mean sealing off your entire office suite.
- 
- If you are told to shelter in place, follow the instruction below.

#### BEFORE:

- ▲ Gather essential disaster supplies, such as non-perishables foods, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- ▲ Select interior room(s) with the fewest windows or vents.
- ▲ It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.

#### DURING:

- ▲ Close the business
- ▲
- ▲ If there are customers, clients or visitors in your suite, provide for their safety by asking them to stay – not leave.
- ▲
- ▲ Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
- ▲
- ▲ Turn on call-forwarding or alternative telephone answering systems or services.
- ▲
- ▲ If you are told there is a danger of explosion close the window shades, blinds or curtains.

## **SHELTER IN PLACE**

**(con't)**

- ⤴ Write down the names of everyone in the room, and call your business' designated emergency contact to report who is in the room with you, and their affiliation with your business (employee, visitor, client, and customer.)
- ⤴ Keep listening to the radio or television.
- ⤴ Do not leave the area until you have been notified by Local Authorities & Building Management Staff that all is safe or you are told to evacuate.

Instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. There is little danger that the room in which you are taking shelter will run out of oxygen and you will suffocate.

However, you should be prepared for at least 4 days in the worst case. In these situations you should have water, food, blankets and comfortable shoes.

**NOTE:** Shelter-in-place cannot be forced however, if someone chooses not to shelter in place please ask them to wait for Building Management Staff or the Local Authorities BEFORE leaving the suite.

We will be happy to assist them in getting away from the building as safely as possible without risking other people

## VIII.

### MEDICAL EMERGENCY

**Report all accidents and medical emergencies to the Building Management Office.** The Building Management will provide standby elevator service for emergency personnel and their equipment.

#### **Upon feeling that you need medical help**

- Immediately inform the closest person to call 9-1-1 and summon medical help.
- If no one is around, immediately call 9-1-1 and request medical help.
- Give building address, tower, floor and suite number AND your phone number
- Call Building Management to report the arriving medical units. Give your location and phone number

#### **Upon seeing or being informed of another persons need of medical help**

- Immediately call 9-1-1 and request medical help.
- Give building address, tower, floor and suite number AND your phone number.
- Make ill person as comfortable as possible
- Call Building Management to report the arriving medical units. Give your location and phone number
- Get victim close to elevator if possible or send someone to wait at elevator to guide medical units

#### **Building Staff upon receiving information that someone is need of medical help**

- Call 9-1-1 to ensure medical response
- Prop open doors lobby doors
- Secure one elevator. Place on independent service for responding medical units
- Guide medical units to victim

#### **Medical Tips**

- Clear airway, check breathing
- Stop bleeding – apply direct pressure
- Cool a burn with cool running water

## VIII.

### BOMB THREAT

**If you receive a bomb threat by telephone obtain as much information from the caller as possible:**

- Detonation time
- Floor and exact location of bomb
- Description of the kind and size of the bomb
- Why was bomb planted?
- Did caller plant the bomb?
- Name of caller

**Note the following:**

- Time of call
- Was the caller male or female
- Describe voice or accent
- Background noises
- Was the caller angry or did he/she show other emotions?

**Immediately notify:**

- Call 9-1-1
- The Building Management
- Your supervisor

**If you find a suspicious package:**

- Do not move or touch it
- Leave the area
- Do not create unnecessary panic

**Immediately notify:**

- Call 9-1-1
- The Building Management
- Your supervisor

## X.

### ELEVATOR FAILURE / POWER OUTAGE

#### ELEVATOR FAILURE

##### **If the elevator fails and you are inside:**

- Remain calm
- If the elevator has stopped due to a power outage, emergency power should come on automatically and bring the car to the main lobby. This may take several minutes. Do not panic.
- If the elevator stopped due to a mechanical problem, you will need to signal and call for help.
- Press the emergency bell button on the control panel. A local alarm will sound and attract attention.
- Activate the emergency telephone in the elevator; wait for the monitoring operator to respond. Give the operator your name, the address of the Building and the nature of the situation. The operator will notify the appropriate personnel.

#### POWER OUTAGE

The building is equipped with an emergency generator that is designed to start automatically in the event of loss in power. The emergency generator will supply power for emergency lighting in offices & stairwells, power to the life safety equipment, and power to the elevators.

##### **Actions to Follow:**

- Remain calm
- Keep flashlights with extra batteries in the office
- Do not use the elevators, use stairwell if you must exit
- Turn off or unplug electrical equipment to reduce the load on the Building when power is restored and to prevent damage from possible electrical surge.
- Place absorbent materials around the base of refrigerator
- The Fire Safety Director will attempt to determine the cause and duration of the outage
- Listen for announcements over the Public Address System

## XI.

### CIVIL DISTURBANCE / TOXIC ACCIDENT

#### CIVIL DISTURBANCE / RIOT

In the event of a civil disturbance or riot, the Building Management Office may find it necessary to limit or restrict access to the Building to protect occupants and property.

#### **General Precautions:**

- Do not go through a violent crowd to leave or enter the building
- If participants enter your Office, do not provoke an incident
- Call 9-1-1 and inform of the situation
- Call the Building Management Office
- Keep communication lines open for emergency information

#### TOXIC ACCIDENT

In the event of a toxic accident or ruptured gas main, total evacuation of the Building may be necessary. The San Francisco Fire Department will determine a pattern of exit and will issue instructions via the Public Address System.

#### **Upon indication of a toxic spill or exposure:**

- Immediately get to an area where not exposed, help others
- Call 9-1-1 and inform of what type of spill
- Give building address, floor, tower and suite number, your phone number
- Call the Building Management Office
- Take actions to contain the hazard. Close doors behind you.
- Always follow all safety procedures when working with toxic materials.
- Building staff shall immediately shut down any type of air circulating system.