

TENANT EMERGENCY PREPAREDNESS PROCEDURES

The following detailed Tenant Emergency Preparedness Procedures have been developed for several types of building emergency situations. In any type of emergency situation, it must be assumed that building staff and Management may not be able to contact tenants due to the physical conditions of the event, and/or loss of communications. During major, area wide emergencies, even the local authorities may be hard pressed to respond to calls from numerous locations. Preplanning on the part of all tenants is crucial to the safe and orderly handling

of any emergency, especially the evacuation of your personnel. These procedures address life safety issues and do not address your specific tenant needs with respect to personal property, data, or records protection or loss during emergency situations. All tenants should develop their own internal emergency preparedness procedures addressing those issues, as well as life safety issues specific to your suite or personnel. Information in this booklet has been collected from several sources listed below.

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American Red Cross
Bureau of Alcohol Tobacco and Firearms
Building Owners and Managers
Association
Centers for Disease Control
Federal Bureau of Investigation
Federal Emergency Management Agency
Hartford Insurance Company
Travelers Property Casualty
United States Postal Service

WHAT TO DO PRIOR TO AN EVACUATION

The primary goal of any emergency plan is to reduce the risk of injury or death to personnel. The following procedures will assist you in developing a plan and educating your personnel on emergency preparedness issues.

- All employees should familiarize themselves with the location of the nearest fire extinguishers and fire alarm manual pull stations.
- The building is equipped with type ABC fire extinguishers that can be used on ordinary combustibles, flammable liquids, and energized electrical equipment. The operation of all portable extinguishers is essentially the same, using the four following steps:
 1. Pull the pin (this unlocks the control lever)
 2. Aim low (point the nozzle or hose at the base of the fire)
 3. Squeeze the lever (starts the discharge)
 4. Sweep from side to side (continue until flames are extinguished)
- Know the location and quickest route to all stairway exits on your floor(s). You may have to use different stairwells in an emergency if one becomes impassable.
- Recognize the sound of fire alarms. Report any conditions where alarms or the public announcement system are muted to QDC Property Management at (703) 761-7577.
- Know how to notify Fire Department and local authorities. Activating alarm pull stations will automatically notify the fire alarm monitoring company, who in turn will notify the Fire Department.
- **Each tenant is responsible for identifying and making arrangements to evacuate any disabled employees.** This may not necessarily mean people with mobility disabilities only. Persons with mental, vision, or hearing disabilities, as well as persons with respiratory or

cardiac conditions, may require assistance in identifying emergencies, or evacuating the property. To assess the specific needs of your personnel, you should ask **all employees** if they require any special assistance in an emergency. Individuals can then assess their own needs. If you do not have anyone to assist in evacuating a disabled employee during an emergency, call the Fire Department directly by dialing 911, or if electronic communications fail, alert on-site local emergency personnel (fire or police). Inform them of your employee's exact location and they will undertake evacuation procedures to remove him/her for you. In an emergency evacuation, our building employees will not be available to carry people out of the building.

1. **Each tenant should appoint a reliable member of your staff as a Fire Safety Warden** with the responsibility of ensuring that your employees and guests are aware of all exits from your office, the locations of fire extinguishers, pull stations and other safety features. The Fire Safety Warden should also make regular inspections of your space to ensure that no fire hazards or potentially dangerous situations exist. **A secondary person, and perhaps a third, should be assigned who can act as Fire Safety Warden in the absence of the lead Warden.**

Inspections and other precautions should include:

- Identifying improperly stored combustible materials.
- Identifying narrowed or blocked exit routes.
- Limiting extension cord use, and using only UL listed cords and appliances.
- Prohibiting the use of portable space heaters.
- Identifying faulty electrical equipment and appliances that may have frayed cords.
- Encouraging staff to turn off electrical equipment when it is unattended.

- Reporting any broken or non-functioning fire alarm devices.
 - Assembling an emergency kit(s) with items that can be readily distributed when an emergency occurs. Items to include in the kit can be, but are limited to, flashlights, portable radios, blankets, and a well stocked first aid kit. You should designate an individual(s) to carry the first aid kit out of the building for possible use on injured persons outside the building.
 - **Designate an assembly area at least one block away from the building** to avoid injury from explosion, shattering glass or interruption of fire department/rescue personnel. Personnel should not congregate on sidewalks immediately adjacent to, or directly across from the building. A secondary assembly area should also be identified for use if the primary location is inaccessible or involved in the emergency.
2. Have plans prepared to account for all employees once they have left the building, so you may alert local emergency personnel of any employees not accounted for.
 3. **Practice emergency evacuation exercises will be conducted at least once per year. The building fire alarm system is activated and all occupants are required to exit by the appropriate stairways, Accounting for all employees after the evacuation should be a key part of the practice.**

GENERAL EMERGENCY EVACUATION PROCEDURES

During any emergency situation that requires evacuation of the building, a calm and orderly process is required to efficiently clear the property in the least amount of time. A building evacuation can be ordered under various emergency situations, and could be initiated by mechanical alarm systems, local authorities, or the building management via the public address system, telephone calls, door-to-door notification and/or email. Evacuations may not necessarily require all floors to be evacuated. Certain emergency situations may be handled with partial, or staggered evacuations. Other emergency situations may only require the relocation of personnel from building perimeter offices to interior spaces. All notifications to evacuate the building should be considered as real emergency, and all personnel should exit the property. Do not attempt to call the building management office to ask if the alarm or notification is “Real”. The extra seconds that you delay the evacuation of your employees could make the difference in their ability to exit the property safely. Please use the following procedures during any emergency evacuation. Fire emergencies may require additional specific procedures that are addressed under “Fire Emergency Procedures” in this booklet

1. **DO NOT PANIC. STAY CALM AND ALERT.**
2. Proceed directly to stairway exits. Some evacuations may not require the sounding of the building alarm system. In those cases only, elevators may be available for evacuation as well as stairways.
3. Assist any disabled employees as required.
4. Accompany any guests or customers to the stairway exits.
5. Proceed quickly and calmly to the ground floor and exit immediately.
6. Proceed to your predetermined assembly site. Account for all personnel, and report missing personnel to on-site local authorities.

Insert typical floor plan and ground floor plan with assembly areas here.

FIRE EMERGENCY PROCEDURES

Fires are a possibility in any area of a building. Improperly stored flammable materials, electrical short circuits, igniting of combustible materials by portable space heaters or kitchen appliances, discarding cigarettes and other smoking materials in an inappropriate manner, or even arson can develop into building – wide fire emergencies. Proper prevention inspections and actions by tenants can greatly reduce the potential for a fire situation. The building fire alarm system is designed to immediately alert the occupants on the floor where the fire detection device is activated, the floor above, and the floor below. This allows the evacuation of those individuals in immediate danger. Additional floor alarms, or the entire building alarm may be activated by fire department personnel or building personnel if the fire is not confined to a small area, or is in danger of spreading. Alarms will always sound in the main lobby and elevator lobbies during any fire alarm activation. Elevators will automatically descend to the ground level during any fire alarm device activation on any floor so occupants can evacuate the building. If a fire alarm occurs, or you discover a fire, please follow the procedures below:

- 1. DO NOT PANIC. STAY CALM AND ALERT.**
- 2. Call the Fire Department immediately by dialing 911.**
3. Activate a pull station no matter how small the fire appears (this will notify the fire alarm monitoring company). Small fires that are confined to a small area, such as a trash can, may be put out with a fire extinguisher, but only after the preceding notifications have been made.
4. Exit your suite. Doors should be touched prior to being opened. A hot door indicates fire on the opposite side, and the door should not be opened.
5. Close, but do not lock, all doors behind you, especially to any area where the fire is occurring.
6. Proceed directly to stairway exits - **DO NOT USE ELEVATORS**. Stairway doors should be allowed to close when people are not moving

through them. Holding or propping doors open can cause smoke to be drawn into the stairwell.

7. Assist any disabled employees as required.
8. Accompany any guests or customers to the stairway exits.
9. If smoke is encountered, you should breathe through a handkerchief or piece of clothing to reduce inhalation of smoke. Stay low, or crawl on the ground, taking short breaths. If clothing catches fire, you should stop, drop and roll, to attempt to extinguish the flames. Proceed quickly and calmly to the ground floor and exit immediately.
10. Follow instructions of local authorities and building staff.
11. Proceed to your predetermined assembly site.
12. Account for all personnel, and report missing personnel to on-site local authorities.
- 13. If your exit is blocked by fire or smoke:**
 - Stay calm, if caught in smoke, stay low to the ground; the air is easier to breathe near floor.
 - If trapped in a room, close all doors between you and smoke. Seal cracks around doors. (example materials: duct tape, wet towels, wet clothing, etc.)
 - If applicable, signal at window to rescuers. **DO NOT OPEN OR BREAK THE WINDOW**. Breaking the window may cause smoke infiltration due to pressure differentials, or infiltration from smoke rising up the side of the building. If there is a phone in the room, call 911 and give the Fire Department your exact location even if they are on the scene.
 - Proceed to nearest exterior balcony (if present and reachable).

MEDICAL EMERGENCIES

If someone becomes ill or injured and needs immediate medical assistance, calling the local authorities directly will typically produce the quickest and most effective response. This direct notification allows the emergency service dispatcher to relay needed information to the responding unit. When a medical emergency arises, you should follow the procedures below:

1. Dial 911 and provide them with the following information:
 - Building name and address
 - Description of the nature of the medical emergency.
 - Where in the building the victim is located (suite number, floor, garage, etc.)
 - Is the victim breathing?
 - Is the victim conscious?
2. Notify Building Management at (703) 761-7577 who will then notify the building staff to standby so they can meet and escort the emergency personnel to the victim's location.
3. If the victim is inside your suite, a member of your staff should be sent to your floor elevator lobby to escort the emergency personnel into your suite to the location of the victim.

BOMB THREATS

Unfortunately, bomb threats have become an all too common occurrence in today's world. Building management and tenants must be vigilant in our efforts to monitor suspicious packages, letters, and unattended parcels. Although 99 percent of bomb threats are hoaxes and intended to disrupt the normal activity of the intended party, the potential for loss of life and property warrants serious planning considerations. Bombs can take almost any shape, and anything that looks unusual should be suspect. Included in this section is information concerning letter and parcel bomb detection and a bomb threat checklist. Also included is information on evacuation decision-making and bomb search procedures that

may be of interest to you. Bomb threats must be taken seriously, and depending on the circumstances of the situation, partial or full building evacuations may occur. The following bomb threat procedures have been developed to help you educate your personnel and respond to a specific bomb threat to your company.

- If Building Management receives the initial bomb threat, we will immediately notify the local authorities at (911).
 - Any tenant receiving the initial bomb threat should immediately call the police (911) and report the incident. Communicating calmly with the bomb threat caller could result in obtaining additional information, especially if the caller wants to avoid injuries or death. Use the following steps to try and gain more information:
 - Keep the caller on the line as long as possible.
 - If the location of the bomb or time of detonation is not given, ask for this information.
 - Inform the caller that the building is occupied and detonation of a bomb could result in death or serious injury to many innocent people.
 - Pay close attention to background noises that could identify the caller's location.
 - Listen closely to the voice for identifying traits (gender, accents, speech impediments).
1. The tenant who received the bomb threat call should contact Building Management at (703) 761-7577, after calling the police, and report the incident.
 2. The person who received the call should remain available to talk with arriving law enforcement officials.
 - 3.

4. Building Management will notify the building staff and prime tenants that there has been a bomb threat received in the building. We will ask prime tenants to notify their sub-tenants of the event. Building Management will always recommend that the tenants should evacuate the building. Should any tenant choose to ignore the recommendation and remain in the building, it is at his / her personal decision and right to do so.
5. **In the instance that a bomb threat is received with a specific detonation time provided, and in the opinion of Building Management there is insufficient time to notify all tenants, the fire alarm will be activated and the entire building will be evacuated.**
6. General Evacuation Procedures should be followed if a voluntary evacuation of the property is performed.
7. Upon arrival of the local law enforcement personnel, the building (either entirely or certain designated areas) will be searched by their personnel.
8. When the building is deemed to be safe to re-enter, the police will notify building staff, and building staff, in turn, will notify all individuals who have evacuated the building by walking the exterior portions of the building and spreading the word verbally.
9. **If a written bomb threat is received, all materials should be saved, including any envelope or container. Once the message has been identified as a bomb threat, avoid any further unnecessary handling, to preserve forensic evidence such as fingerprints.**

BOMB THREAT EVACUATION DECISION PROCESS

(as recommended by the Bureau of Alcohol Tobacco and Firearms)

Essentially there are three alternatives when faced with a bomb threat.

1. Ignore the Threat

Ignoring the threat completely can result in some problems. While a statistical argument can be made that very few bomb threats are real, it can't be overlooked that bombs have been located in connection with threats. If employees learn that bomb threats have been received and ignored, it could result in morale problems and have a long-term adverse effect on your business. Also, there is the possibility that if the bomb threat caller feels that he/she is being ignored, he/she may go beyond the threat and actually plant a bomb.

2. Evacuate Immediately

Evacuating immediately on every bomb threat is an alternative that on face value appears to be the preferred approach. However, the negative factors inherent in this approach must be considered. The obvious result of immediate evacuation is the disruptive effect on business. If the bomb caller knows this is your policy, they

can continually bring business to a standstill. An employee may use it to get out of work.

3. Search and Evacuate if Warranted

Initiating a search after a threat is received and evacuating a building after a suspicious package or device is found is the third approach. It is certainly not as disruptive as an immediate evacuation, and will satisfy the requirements to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time, avoiding the potential danger of the bomb.

If tenants decide to conduct the search themselves please be reminded that your job is to search only. Do not attempt to inspect a package, move it, or shake it around. Also remind them to be aware of possible booby traps. At the very least, it is recommended that a search be conducted at all exits and entrances prior to evacuation.

SUSPECTED BOMB SEARCH PROCEDURES

(as recommended by the Bureau of Alcohol, Tobacco and Firearms)

It is advisable to use more than one designated and/or volunteer individual to search any room, no matter how small. The following basic search technique is based on a two-person searching team. It uses four separate sweeps of the area or room. The area is divided and each individual searches one-half of the room. They start from the bottom and work their way up. They start back-to-back and work towards each other, and go around the walls first then proceed to the center of the room. The only mission of the individuals is to search for and report any suspicious objects. Under no circumstances should anyone move, jar or touch a suspicious object or anything attached to it. The removal or disarming of a bomb must be left to the professionals in explosive ordinance disposal.

First Room-Searching Sweep

The first room-searching sweep usually includes the items in the room from the floor up to hip level. Each person starts checking all objects resting on the floor around the wall area of the room. They should then check all items in the middle of the room up to the hip level. This sweep should also include looking into or behind items that may be mounted on or in the walls, such as air-conditioning grills, baseboard heaters, and built-in cupboards if they are under hip height.

Second Room-Searching Sweep

This sweep usually includes the items from the hip level to the chin or top of the head. Again the individuals check all objects around the wall areas first, then check items in the middle of the room. This sweep usually covers items such as pictures on walls, bookcases and file cabinets, and table lamps.

Third Room-Searching Sweep

This sweep includes the items from the chin or top of the head to the ceiling. The same procedure is followed with wall areas being followed by the middle of the room. This search covers high mounted items such as air-conditioning grills, light sconces, or hanging light fixtures.

Fourth Room-Searching Sweep

If possible, and if the room has a false or suspended ceiling, the fourth sweep involves checking the area above the ceiling tiles.

Common sense and logic should always be used in searching. If a specific person or guest has been threatened, common sense would indicate that searching the area occupied or to be used by that person should be checked first. However, do not rely on random or spot-checking of only logical areas. The bomber may not be a logical person.

If a suspicious object is located, the following procedure is recommended:

1. Report the location and accurate description to the local authorities.
2. Meet and escort the arriving authorities to the scene.
3. Do not attempt to cover the object.
4. Identify the danger area and lock it off with a clear zone of at least 300 feet, including floors below and above.
5. Evacuate the building.
6. Do not permit re-entry into the building until the device has been removed or disarmed, and the building declared safe for re-entry.

LETTER & PACKAGE BOMB DETECTION TIPS

The physical appearance of a mail bomb is limited only by the imagination of the bomber. Mail bombs have been contained in letters, books, and parcels of varying size, shape and color. However mail bombs often exhibit some of the following unique characteristics.

Oil stains present on the wrapper.

Excessive amount of postage stamps.

No postage or non-canceled postage.

No return address and sender is unknown.

Unusual restricted endorsements such as "Personal" or "Private".

Addressee normally does not receive personal mail at office.

Name and title of addressee not accurate or addressed to title or position; words misspelled.

Address prepared to insure anonymity of sender (e.g. homemade labels, cut and paste letters).

Mailing emits a particular odor.

Mailing appears to be disassembled or re-glued.

Handwriting appears distorted or foreign.

Protruding wires, tinfoil or string present.

Pressure or resistance noted when removing contents.

Outer container irregular or asymmetric in shape or has soft spots or bulges.

Wrapping exhibits previous use such as traces of glue, mailing labels, return addresses or tape.

Several combinations of tape used to secure the parcel.

Unprofessionally wrapped parcel is endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay".

Package makes a buzzing or ticking noise.

Contents of a parcel make a sloshing sound.

Excessive wrapping.

Visual Distractions.

Foreign mail, airmail or special delivery.

HAZARDOUS MAIL

Hazardous mail can take the form of letter or parcel bombs discussed in the preceding section of this booklet, or could be letters or parcels containing dangerous chemicals or bio-hazardous materials. Cautious handling and observant screening of all mail should be practiced to minimize the risk from hazardous mail. Identifying hazardous mail is done using the same guidelines provided in the Letter and Package Bomb Detection Tips that preceded this section. As a general precaution against spreading dangerous chemicals or bio-hazardous materials within your mail areas or to other locations, you should consider removing or disconnecting all personal fans, room circulation fans, and other air circulation devices unless equipped with very high efficiency, HEPA-like air filters. You can also prepare a response kit for the mailroom that should include at a minimum:

- Large Zip-loc bags.
- Latex gloves.

- Large containers, bottled water, and soap for immediate hand cleaning if required.
- Clear plastic sheeting (to cover any spilled powders, etc.).
- Empty plastic boxes, (with lids) for retaining items, or covering suspicious items.
- Disposable coveralls to put on if clothing is contaminated.
- "Do Not Touch" signs.

The information that follows can be used to provide general precautions for mail handling and specific procedures to use if suspicious mail is discovered.

1. Do not eat, drink, or smoke when handling or processing mail. You may inadvertently transfer contaminants to your mouth, nose, or eyes.
2. Wash your hands with warm soap and water before and after handling mail.
3. Consider wearing disposable gloves when handling the mail.
4. Identify a specified contact person who should be notified if a suspicious package is identified.

If a suspicious letter or package is received, please do the following:

5. Do not continue to handle the suspicious mail piece or package. Just set it down gently.
6. Do not try to open the item. You may spill or disperse contaminants contained in the letter or package. In addition, a letter bomb may be triggered by pressure release activated when the package is opened or when a string is cut.
7. If you have already opened the item, do not empty it or try to look inside.
8. Do not shake the item, or walk around with the item.
9. Isolate the item. Keep it away from people, and people away from it.
10. Do not put it into an enclosed space, such as a drawer or cabinet, or underwater.
11. Evacuate the immediate area.
12. Report the suspicious item to your predetermined

tenant contact, and call the local police authorities (911) to report the discovery.

13. Contact Building Management at (703) 761-7577 to report the incident. Building Management will then inform the building staff of the incident who will be prepared to take additional precautions if required, including partial or full shut down of HVAC equipment and/or partial or full evacuation of building areas. Tenant Services and/or building personnel will contact building tenants to inform them of the situation.
14. If any substance leaks or spills from the item, do not touch, taste, smell, or try to analyze the substance. Do not try to clean it up.
15. Cover the spilled contents with anything (e.g. plastic sheeting, clothing, paper, plastic bin, trashcan, etc.) and do not remove the covering.
16. Immediately wash your hands with soap and warm water for one minute to prevent spreading the substance to your face. Have all persons who touched the suspicious item also wash their hands.
17. Do not allow anyone who might have touched the item or spilled contents to leave the facility.
18. Make a list of all people who were in the room or area when the suspicious package was recognized, and anyone who may have had contact with the item during its delivery. Provide this list to local authorities so that proper instructions can be given for medical follow-up, and for further investigation.
19. When clothes are removed, keep them isolated in a plastic bag, and available for local officials if required.
20. If required, follow medical advice carefully. Take all medications as instructed, even if you feel fine and do not show any symptoms of illness.

CIVIL DISTURBANCES

Civil Disturbances can take several forms, including riots, demonstrations, picketing, and labor disputes. Even parades and celebrations can have the potential to evolve into more serious threats to building security. Civil disturbances should be reported to

local authorities if their presence is not immediately identified. The following procedures should be used in the case of civil disturbances.

1. Any indication of Civil disturbance such as a riot, agitated demonstrations or boisterous picketing should be reported to the local authorities at 911, and then reported to building management at (703) 761-7577. Any Civil disturbances including those of a non-violent nature should be reported to building management as well.
2. If the disturbance is outside the building, individuals should remain inside the building and close their blinds and drapes.
3. If the disturbance is determined to be a potential threat to any occupants or the building proper, management will elect to place the building on full electronic security, including perimeter doors, elevator access, and closing garage gates.
4. If the disturbance spreads to the interior of the building tenants should lock their suite doors.
5. Building occupants should avoid any confrontation with demonstrators.
6. If the disturbance escalates to the point where an evacuation of the building is required, the General Emergency Evacuation Procedures should be followed. If it is possible, the evacuation should occur through exits that minimize confrontation with the people causing the disturbance.

WORK PLACE VIOLENCE

The potential for violence exists in any workplace. The threat from individual assault is much more common than the highly publicized events that involve multiple injuries or deaths. Workplace violence can be perpetrated by disgruntled employees or arise from domestic disputes and carried out at the workplace of the victim. The attacks can come in many different forms, ranging from attacks on personal or company property to assaults on a spouse and/or other employee. A person at risk from domestic dispute may move and change phone numbers, but changing jobs is not as easy or feasible, resulting in the workplace being the point of

confrontation. Laid off or fired workers may return to confront persons within the company or with the intent to damage company property. If a workplace violence emergency occurs, local authorities should be contacted immediately, then the building management should be contacted. Depending on the current status of the event, the building management and staff will be prepared to take additional precautions if required, including partial or full lockdown of the building and/or partial or full evacuation of building areas. The following are considerations for basic prevention of workplace violence and more specific procedures in the event of an emergency.

When terminating or laying off an employee:

1. Make sure that the employee is escorted until he or she leaves the property.
2. If you utilize security personnel, promptly inform all shifts of the termination or layoff.
3. Recover all door keys, identification badges, and access keys or cards before the individual departs.
4. Cancel any access authorization with building electronic access control provider, and contact garage operator if your company provided parking for the individual.
5. Consider changing locks and security codes that the employee may have had access to.

If the potential for workplace violence is a possibility

6. Predetermine a safe route to evacuate the intended victim if a situation arises and there is time.
7. Limit access to your suite by locking secondary doors and possibly the main suite entrance.
8. Determine with property management if elevator access to your floor can be controlled.
9. Consider initiating the escorting of guests from the building's main lobby.

10. Consider adding suite security personnel. The property manager can give you information on possible security providers to contact.

If an incident of workplace violence occurs

11. Contact the local police at 911 and report the incident.
12. Follow the procedures for a medical emergency if one exits as a result of the incident.
13. Notify Building Management at (703) 761-7577 who will then notify the building staff to standby so they can meet and assist the police and/or emergency personnel in reaching the location of the incident.
14. Building management personnel will contact the tenants to inform them of the situation and make an informed decision if further action is required, including partial or full lockdown of the building and/or partial or full evacuation of building areas.

ELEVATOR EMERGENCIES

Elevator emergencies arise when some mechanical or electrical component of the elevator system or the power supply malfunctions and the elevator stops rising or descending. During a power failure, emergency power will be supplied by a generator, allowing elevators to descend to the lobby level so occupants can exit. Emergency lighting inside the cab is also provided. The situation becomes an elevator emergency when people are "trapped" inside the elevator cab. Generally, the occupants are safe if they stay calm do not try to exit the cab. Being trapped in an elevator can be a stressful situation for individuals who are claustrophobic. It is possible that an elevator emergency can also turn into a medical emergency, in which case the local authorities should be contacted immediately. The following procedures should be used when finding someone trapped in an elevator or becoming trapped yourself.

If you find someone trapped in an elevator.

1. Try to communicate with trapped passengers.
2. Inform them that they are safe.

3. Inform them that help is being requested.
 - How many people are trapped
4. Direct them to stay in the elevator cab and **NOT to attempt to leave.**
 - Does anyone require medical care?
5. Instruct them to remain clear of the door.
6. Request the number of passengers trapped.
7. Request the status of the passengers. Are any hurt or ill? If a medical emergency exists, contact the local authorities at 911.
8. Ask if the lights are on.
9. Ask if they have their floor location.
10. Contact Building Management at (703) 761-7577 who will notify building staff, the elevator technician, and/or local authorities as needed to respond.
11. Remain in the vicinity until building personnel have arrived to handle the situation.

If you become trapped in an elevator

1. **Do not panic. Remain Calm and Alert.**
2. **Do not Attempt to Exit the Elevator Cab or Open the Elevator Doors.**
3. Utilize the emergency telephone or hands-free intercom device to contact the elevator monitoring station. The telephone is located within a small door on the elevator control panel on one side of the elevator doors or the other. Hands-free intercoms may simply be a push button on the panel with unobtrusive speaker holes.
4. Provide the responding operator with the following information:
 - The building name – Towers Crescent
 - The building address – 8000, 8010 or 8020 Towers Crescent Vienna, VA.
 - The elevator cab number (this information should be available on the cab control panel or inside the emergency phone compartment)
 - Your floor location if is determinable

POWER FAILURES

Power failures can be caused by various events both inside and outside of the property. Excess demand, distribution system repairs or failures, storms, accidents, vandalism, or even terrorist acts could leave your suite or the property without electrical power. If you experience a power loss within your tenant space, contact Building Management at (703) 761-7577, who will notify building personnel to investigate the power failure. Most building wide power failures are fairly short in duration and do not require special procedures. However, storms or other catastrophic events can damage power lines and substations that could result in extended periods of building wide power loss. All individuals should be aware of the procedures that are in place to deal with a building wide power failure.

1. In the event of a full building power loss, the emergency generator system is designed to operate within 1 minute of the power loss. The emergency power will be supplied to maintain the operation of fire and life safety equipment, selected emergency lighting in lobbies, corridors, stairwells, tenant spaces, and garage, and the elevator emergency system to lower the cabs to the ground level so occupants can exit the cabs. Elevators may not be available for general use during a power outage.
2. Individuals should turn off equipment that was operating prior to the power failure until power has been restored. This will help to reduce the initial load on the power distribution system when the main power returns. The heating and ventilation system will not operate during a power outage, and building space temperatures will begin to increase or decrease depending on the season, until main electric power is re-connected.

3. Building management will attempt to determine the cause of the power failure by checking building systems, surveying the surrounding area, and contacting the power utility provider. If it can be determined that the power failure will be for an extended period of time, management will contact tenants through the best means possible at the time. Telephones may not operate during a power failure, and computer e-mail would not be available. Building staff may need to inform tenants of the situation status by door-to-door visits.
4. Evacuation of the building may become necessary if the power failure will be for an extended period of time, or if the power loss is found to be the effect of another more serious incident.
5. If evacuation of the building is determined to be necessary, the General Evacuation Procedures should be followed. Building personnel will spread the notice of the evacuation, unless other conditions exist that require the immediate evacuation of all building occupants. In such a case, the fire alarm system will be used to alert the evacuation.
6. During an extended power loss, the electronic access control system may exceed its battery backup power duration and all secure points will unlock. In this event, tenants should utilize key locks on their suite doors. Additional security personnel will be utilized to assist in monitoring building entrance door access until power can be restored.

WINTER STORM EMERGENCIES

Although the Washington DC Metropolitan area winters are generally moderate by national standards, the potential for strong winter storms must be considered. Whether consisting of snow, ice, strong winds and/or freezing temperatures, these storms can have considerable effect on the electrical power supply, transportation, and building systems, to the extent that they could effect the typical operation of properties. Tenants should monitor any advisories being issued by local forecasters and the National Weather Service. The following procedures are in place to deal with winter storm conditions.

- 1.
2. Building engineers follow prearranged freeze watch procedures to ensure proper operation of building HVAC systems.

If we experience accumulations of snow and/or ice

3. Building staff will undertake the removal of snow and ice from building entrances and sidewalk areas. During heavy, quickly falling snow conditions, the first priority is to keep entrances and exits clear, then clear sidewalks as time will allow.
4. Contracted vendors will be used to clear any exterior parking areas. Conditions may delay the clearing of these areas during substantial storms.

If a power loss occurs

5. In the event of a power loss, the emergency generator system is designed to operate within 1 minute of the power loss. As in any power failure situation, the emergency generators will power only fire and life safety equipment, and selected lighting.
6. The heating and ventilation system will not operate during a power outage, and building space temperatures will begin to decrease until main electric power is re-connected.
7. Individuals should turn off equipment that was operating prior to the power failure until power has been restored.

If the power loss is for an extended period of time

8. Building management will attempt to determine the cause of the power failure and inform tenants of the situation status by door-to-door visits.
9. If evacuation of the building is determined to be the best alternative due to decreasing building temperatures or loss of other utilities, the General Evacuation Procedures should be followed. Building personnel will spread notice of the evacuation. The fire alarm system will not be used to alert the evacuation.

HURRICANES AND TORNADOS

Hurricanes can cause a variety of problems and emergency situations for the overall property. High winds, considerable rainfall, and the possible generation of tornados can cause breakage due to flying objects, internal or external flooding, and power failures due to wind damage or lightening strikes. During any developing hurricane or severe thunderstorm situation, tenants should monitor advisories being issued by local forecasters and the National Weather Service. Generally, warning of potential hurricane conditions comes well in advance of the event. A tornado on the other hand could surface quickly during a severe thunderstorm. If local authorities issue a hurricane watch, tenants, prior to the arrival of hurricane conditions, to reduce the risk of injury to people and damage to property can use the following procedures.

1. Individuals in outer perimeter offices should relocate to interior space.
2. Loose papers and documents should be filed or moved away from windows.
3. Blinds and curtains should be closed.
4. Small loose items in spaces with exterior windows should be stored to reduce possible flying objects.
5. Individuals in outer perimeter offices should relocate to interior space.
6. All electronic devices should be turned off or unplugged to protect from power surges.
7. Tenants in ground level suites should prepare for flood conditions, and elevate equipment and documents off the floor, and un-plug any electrically powered equipment.
8. Personal belongings should be gathered in case an evacuation order is given by local authorities or building management.

If a tornado is sighted

9. Contact local authorities immediately at 911.

10. Do not leave the building.
11. All individuals should move away from windows and doors and relocate to interior rooms and hallways.
12. After the tornado passes, tenants should stay where they are and assess damage and injuries.
13. Notify local authorities immediately if injuries are discovered, and utilize the Medical Emergency Procedures.
14. Contact Building Management at (703) 761-7577 to report the incident.
15. Continue to monitor emergency radio broadcasts.

If an evacuation is ordered

16. The General Evacuation Procedures should be followed.
17. All individuals should leave the property.
18. Lighting in your suite should be turned off, and doors should be locked as the last person leaves.

INTERNAL FLOODING

Internal flooding is caused by the events such as broken water pipes, backed up sewer lines, clogged drains, sump pump failures, plumbing fixture failures and open water valves. Flooding not only causes significant damage to the building and contents, but can be a serious threat to individuals as well. Please follow the procedures below when discovering a flood in the building.

1. Contact Building Management at (703) 761-7577 who will then notify the building staff to investigate the source and assist in cleanup.
2. Avoid any electrical equipment in the effected area unless you know for sure that it has been de-energized. Live power to this equipment creates a potential electrocution threat.

3. Building personnel will assist in turning off power to the affected area or entire suite if the area cannot be isolated.
4. Begin water retention with buckets, trashcans or bins, or clean-up water with pumps, mops, rags, etc. Even if the flooding water continues, you could limit damage by stopping the spread or depth of the water.
5. Relocate files, equipment and personal belongings to a dry area.
6. If flooding is found in a basement or garage area with steadily increasing water levels, leave the area immediately and call Building Management at (703) 761-7577 to report the flooding.

HEATING, VENTILATION AND AIR CONDITIONING LOSS

Loss of Heating, Ventilation and/or Air Conditioning (HVAC) can occur during power failures, or as a result of malfunction or breakdown of system components and controls. Unless caused by a power loss that will last an extended period, HVAC problems are usually short in duration and do not pose high risk to building occupants. As long as electrical power is available, building personnel can place HVAC equipment in manual mode if automated controls fail, and can circulate a mix of inside and outside air if cooling or heating systems malfunction. The following procedures can be followed if HVAC loss occurs any time, but especially during heating and cooling seasons of the year.

1. Contact Building Management at (703) 761-7577 to report the HVAC loss. They will notify appropriate building staff to investigate the problem.

During winter heating season

2. Open blinds and curtains during daytime hours. The sunlight can be used to heat offices on the perimeter of the building.
3. Open outer perimeter office doors to allow solar heated air to reach interior spaces as well.
4. Close blinds and drapes tightly at night to help retain heat.

During summer cooling season

5. Close blinds and drapes during daytime hours. Reflecting the sunlight away from windows will reduce the solar heat load and help to keep outer offices cooler.
6. Turn off unnecessary light fixtures to reduce heat generated by operating fixtures.
7. Turn off equipment not in use, such as copy machines, computers, printers, etc. These items generate heat which adds to the surrounding room temperature.

HAZARDOUS MATERIALS EMERGENCY

Hazardous materials can be any materials or solutions that pose a threat to personal life or health, as well as a threat to property and the environment. These materials include combustibles, flammables, explosives, corrosives, toxic items, irritants, and radioactive items. Emergencies involving hazardous materials can occur outside or inside the building and still effect the operation of the property equally. As with any emergency situation, if you discover someone who has become ill or injured as a result of a hazardous materials incident, and needs immediate medical assistance, calling the local authorities directly will typically produce the quickest and most effective response. All tenants should follow the procedures below to identify and prevent hazardous material emergency incidents.

1. Inventory all materials within your space that fall into the definition of hazardous materials given above. This can include paints, solvents, cleaners, inks, flammable liquids, etc.
2. Obtain from the manufacturer or distributor, Material Safety Data Sheets on these products, and create a folder that is immediately available for reference. The folder should be in a location where these products are stored and utilized.
3. Contact building management at least two weeks in advance any time you are scheduling painting, or gluing of any surface in your suite. Restrict these projects to after hours / weekends only.
4. Do not operate gas or propane power equipment or heaters in your space.

If you experience a hazardous materials leak in your tenant space:

5. Try to contain the spill if possible without placing yourself in additional danger. Leave the area immediately if toxic fumes are evident.
6. Seal the room or area if possible.
7. Evacuate individuals from the immediate area. Do not allow others to enter the area.
8. If the materials emit toxic fumes, turn off any room fans, or air movement devices.
9. One person should contact Building Management at (703) 761-7577. Report the incident and request the Ventilation system for your floor to be turned off.
10. Another person should contact the local authorities at 911 to report the incident.

If a hazardous materials release is discovered outside the building.

12. Contact local authorities at 911 and report the incident.
 13. Contact Building Management at (703) 761-7577 and report the incident.
 14. Building management will investigate the nature and extent of the incident and make further determination if emergency action is needed for the building
 15. If local authorities order a partial or full evacuation of the building, tenants will be notified by the most efficient means available and the General Evacuation Procedures should be followed.
 16. An external hazardous materials release may result in all occupants being asked to remain inside and seal the building to limit or prevent intrusion of the hazardous material. This may include shutdown of the Heating, Ventilation and Air Conditioning System. For purposes of urgency, notification of such measures would be made using the building public address system.
-



ATF BOMB THREAT CHECKLIST

Exact time of the call: _____

Exact words of the caller: _____

QUESTIONS TO ASK

1. When is the bomb going to explode? _____

2. Where is the bomb? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. Where are you calling from? _____

9. What is your address? _____

10. What is your name? _____

CALLERS VOICE (circle all that apply)

- | | | | |
|-----------|---------|---------|---------|
| Calm | Slow | Crying | Slurred |
| Stutter | Deep | Loud | Broken |
| Giggling | Accent | Angry | Rapid |
| Stressed | Nasal | Lisp | Excited |
| Disguised | Sincere | Squeaky | Normal |

If the voice is familiar, whom did it sound like? _____

Where there any background noises? _____

Remarks: _____

Telephone number call was received at: _____

Name of person receiving call: _____ Date: _____

REPORT THIS CALL IMMEDIATELY TO QDC PROPERTY MANAGEMENT INC.

(703) 761-7577