

METROPOLITAN SQUARE EMERGENCY MANAGEMENT PLAN TENANT MANUAL

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I. EMERGENCY MANAGEMENT PLAN

Overview The Emergency Management Plan at Metropolitan Square has been developed in order to maximize the safety and security of occupants and property in the building during an emergency. This manual provides information on the building systems and outlines guidelines to be followed for each type of emergency situation.

Plan Components

1. **Life Safety Systems** –
 - Metropolitan Square has a number of systems designed to keep building occupants safe during an emergency. Please see detailed descriptions of the Life Safety Systems in the Exhibits section.
2. **Emergency Management Team** –
 - Assembled and coordinated by Building Management. Comprised of Boston Properties' staff members, Metropolitan Fire & Rescue Department, and Metropolitan Police Department members.
3. **Tenant Evacuation Teams** –
 - Each floor or suite should select employees to serve as Evacuation Team members. Detailed responsibilities for each team member along with a roster template for the team can be found in the Exhibits section.
4. **Evacuation Drills** –
 - Evacuation Drills are held each year to provide practice and familiarity with evacuation guidelines. These drills are critically important to the success of the program, and participation by all tenant employees is strongly encouraged.
5. **Tenant Employee Awareness** –
 - All tenant employees should be familiar with their Tenant Emergency Plan and should participate in periodic training sessions on safety and security awareness. Building Management is available to help with the development of a Tenant Emergency Plan.

II. EMERGENCY ALERTS / COMMUNICATIONS

Reporting an Emergency

There are **3** ways to report an emergency:

1. **Call 911.** Give the following information to the operator:
 - Address: 655 15th Street, NW, Washington DC.
 - Nature of Emergency

2. **Activate a fire alarm pull station anywhere in the building.**
 - Pull Stations are located next to each stairwell and exit.
 - Activating a pull station will automatically summon the fire department and send the building into evacuation mode. Use this method for emergencies that threaten the building (fire, smoke). 911 should also be called once safe from danger.

3. **Call the Building Management Office at 202-559-8855.** Always call this number from a safe place after calling 911 or activating a pull station.

Building Fire Alarm System

Metropolitan Square is equipped with audio and visual alarms in addition to a Public Address system (PA). If the alarm system is activated the following sequence of events will occur:

- An alert signal will sound followed by a recorded message stating the alarm condition
- The alert will sound on the floor of the alarm activation, the floor above, and the floor below
- Horns and Strobes will activate and continue to repeat
- Messages with instructions may be announced over the PA
- Elevators may return to lobby or other designated floor
- All stairwell and perimeter doors will unlock

Local Alert System

For Regional Emergencies, some local resources for information:

WTOP 1500 AM / 103.5 FM

www.wtop.com

www.dcema.dc.gov

www.emergencycenter.dc.gov

III. EVACUATION GUIDELINES

Evacuation Teams It is very important for Tenant Management to assemble Evacuation Teams for their suite or floor. Ideally, team members should be volunteers, leaders, and willing to help. The size of each team will depend on the number of occupants in the suite or on the floor. (See description of Evacuation Team members and their responsibilities in the Exhibits section).

- Evacuation Types**
- **Full Evacuation** – Entire building evacuates via stairwells.
 - **Partial Evacuation** – Certain floors evacuate building or possibly relocate to a different floor.
 - **Shelter-in-Place** – No Evacuation. Occupants are to “shelter” on their floor towards the interior walls of the building (weather, terrorism, etc.)
-

- Assembly and Rescue Areas**
- **Assembly Area** – Tenant Management should designate 2 areas outside of the building for occupants to congregate after an evacuation (primary and alternate). Areas should be walking distance from the building but remote enough to avoid overcrowding. Please notify Building Management of your assembly locations in advance.
 - **Rescue Area** – Designated areas inside the building for persons needing assistance (and their aides) to wait for rescue personnel. These areas are just outside the stairwell landings on each floor. Please wait in the hallway just outside the landing unless conditions force entry into the stairwell.
-

Personnel Needing Assistance Some individuals will need or desire assistance during an evacuation. Identifying these individuals and assigning aides to them should be completed before any emergency arises. Examples may include those that are disabled, pregnant, injured, or ill. Visitors may also need assistance and direction. Extra aides should be available for anyone not identified beforehand.

During an evacuation, aides are to ensure all persons needing assistance are brought to the designated rescue area (outside stairwell landings), and should stay with them until rescue personnel arrive.

After Hours If an evacuation is required after normal building hours, many or all of the Evacuation Team may not be available. It is important that Tenant Management have a contingency plan for this possibility. Building Management is available to help with the development of an after-hours Tenant Emergency Plan.

Evacuation

1. Once alarm sounds listen carefully for any specific instructions.
2. If alarm does not sound on your floor, please remain on the floor and await further instructions.
3. Evacuation Team members take action (see Exhibits for roles).
4. Walk to exits and follow Evacuation Team member's directions.
5. DO NOT USE ELEVATORS.
6. Take any stairwell to street level and exit building. If stairs become blocked or unsafe, use a different stairwell.
7. Remain in assembly area after building evacuation until directed to re-enter building or leave property. A worker could be mistakenly reported missing and rescuers sent into danger for no reason.
8. Do not congregate around entrance areas or in roadways – please keep clear for Rescue Vehicles and Personnel.

Shelter in Place

If a Shelter in Place order is given, please assemble in your designated Shelter Areas on each floor. Areas should not be perimeter offices but should be located near interior walls with no glass. Building Management is available to help with developing a Shelter in Place plan for each tenant.

Garage

If inside the garage during an **Evacuation**, take the nearest stairwell to the street level and exit the building. Vehicles may not be permitted to exit the garage during an evacuation.

If inside the garage during a **Shelter in Place** order, take the nearest stairwell to the lobby and wait for additional instructions.

IV. EMERGENCIES

This section contains guidelines to be followed for each type of emergency that may occur. Please remember that 911 should be the first call made for any emergency that risks injury or loss of life. Building Management should always be notified as soon as possible after 911 has been called in order to expedite the emergency response.

Threats Certain types of threats (bomb, security) may be received by building occupants via phone, mail, or email. Please ensure that copies of the Threat Checklist (see Exhibits) are available to all occupants in a position to receive a threat (front desk, office manager, mailroom attendant).

Homeland Security Threat Level Building Management has developed precautionary measures to be instituted based on the current Homeland Security Threat Level for the region and our industry. The Homeland Security Advisory System can place specific geographic regions or industry sectors on a higher alert status than other regions or industries, based on specific threat information.

At the time of an increased threat level, an assessment will be conducted of the specific threat information and available intelligence. Optional action items will be reviewed for applicability and any implemented precautionary measures will be communicated to tenants.

BOMB THREAT

- Bomb Threat**
1. Upon receiving a threat (phone, email, voicemail, mail) immediately grab the Threat Checklist (see Exhibits section).
 - A) If Threat is received from a live caller:
 - Write down everything
 - Ask questions on the Threat Checklist
 - Ask caller to repeat request (keep on line)
 - Immediately contact Building Management at 202-559-8855
 - Fill out Threat Checklist while information is still fresh
 - B) If Threat is received via email, mail, or voicemail:
 - Save message (including any envelope or packaging)
 - Do NOT handle message further
 - Immediately contact Building Management at 202-559-8855
 2. Once Building Management is notified, we will alert the Metropolitan Police Department and all tenant contacts, and begin search of building common areas (unless threat is more specific).
 3. Tenant Management should implement internal procedures on bomb threats and begin searching own space (Neither the Police nor Building Staff will search tenant areas).
 4. Building evacuation may be ordered depending on all available information; however, it will always be the tenant's decision whether to evacuate their employees if no order is given.

ELEVATOR MALFUNCTION

During an Emergency

If you are inside an elevator during a malfunction:

1. Try buttons. (other floors and open/close)
2. Physically close doors if not closed completely.
3. Press emergency call button located on right side:
 - Phone will connect to a 24 hour call center
 - Give the building address and elevator # on lower right side
 - State the specific problem / malfunction
 - State if there is anyone ill or injured

Do NOT attempt to manually open the elevator doors.

If doors open between floors – STAY INSIDE until help arrives.

Emergency elevator crews are available 24 hours a day. Please remain calm while crew is dispatched to the scene. Multiple safety features are built-in to prevent elevator from any unsafe movement.

ENVIRONMENTAL RELEASE

Warnings Environmental releases include all uncontrolled releases of potentially hazardous substances, including CBRN incidents (chemical, biological, radiological, nuclear). There will sometimes be little or no warning for this type of incident. Symptoms of sickness may be the only warning in some cases – sometimes days later. Warnings may come from the government, media, tenants, or Building Management.

Response The response is the same whether there is a threat or an actual incident:

1. Vacate immediate area of release if possible.
2. Call 911 from a safe area.
3. Identify source, if possible, and seal off area to prevent others from entering vicinity.
4. Decision whether to evacuate or shelter-in-place will be based on government's recommendation and location of incident.
5. Tenants may always choose to evacuate the building unless the government directs otherwise.
6. Building may go to cardkey access only, HVAC may be shut down, and outside air intakes may be closed.

Evacuation Initiate Emergency Evacuation Plan. Regional evacuation from the city may become necessary.

Shelter-in-Place Congregate at inner areas of building (away from exterior walls) and wait for further instructions.

FIRE / EXPLOSION

Fire Emergency

1. Evacuate immediate vicinity of fire or smoke and warn others to evacuate area.
2. Close doors (do not lock) as you vacate area.
3. Activate nearest fire alarm pull station (next to stairwell).
4. Initiate Emergency Evacuation Plan.
5. Call 911 to report emergency after getting to a safe area.
6. Call Building Management at 202-559-8855

Total building evacuation may not be necessary (listen for instructions).

If area begins to fill with smoke, get close to the floor and begin to crawl towards an exit.

Do NOT open doors that feel warm.

If trapped, seal any cracks with damp fabric and call for help. Break glass as a last resort as this may cause a smoke funneling effect.

Explosion

If there is an explosion:

1. Take cover. (falling debris, unstable structure)
2. Listen. (additional explosions, instructions)
3. Check immediate area for injured persons and unsafe conditions.
4. Evacuate the area if conditions become unsafe or alarm activates.
5. Call 911 for any injured or trapped persons.
6. Be aware of possible fuel inside the building. (truck or jet)

MEDICAL EMERGENCIES

Medical Emergency

If medical attention is required (severe injury or illness):

1. Call 911. Give the following information to the operator:
 - Address: 655 15th Street, NW, Washington, DC
 - Specific nature of emergency and number of victims
 - Location within the building (floor, office)
 - If anyone is unconscious or not breathing
 - Hang up *after* the operator
2. Initiate Tenant Emergency Plan.
3. Call Building Management at 202-559-8855 to report emergency and to facilitate arrival of rescue personnel.

Building Management is available for assistance with developing a Tenant Emergency Plan or for information on where to get CPR and First Aid training.

NATURAL DISASTERS

Warnings

Some natural disasters allow us advance warning (hurricane) while some occur suddenly, without any warning (earthquake). If an advance warning occurs:

1. Close window blinds.
2. Close doors to outer offices.
3. Secure objects that could act as projectiles.
4. Initiate notification of all employees, vendors, and visitors.

During an Event

1. Move away from exterior of building towards interior walls.
2. Take cover under sturdy furniture or lay flat on floor against wall.
3. Protect head and neck.
4. If inside an elevator, exit at nearest floor and take cover.
5. If floodwaters are expected, move above lobby level.
6. Remain under cover until incident has passed.
7. Call 911 for any injuries.
8. Listen for instructions from Building Management.

** Most injuries occur while trying to enter or exit a building after a natural disaster. **

POWER FAILURE

- Building Loses Power**
1. Stay calm and await instructions from Building Management.
 2. Emergency lighting will activate
 3. Elevators will return to a designated floor and open. Do **NOT** Use.
 4. All Life Safety Systems are supported by emergency power.
 5. Tenants will be contacted once Building Management determines the cause of the outage.
 6. HVAC system will not operate during power loss.
 7. Plumbing (toilets/sinks) will not operate during power loss.
 8. Turn off equipment until power is restored to avoid an overload.

If a prolonged outage is expected or life safety may become compromised an evacuation may be ordered.

After Hours Tenants may request to be contacted during any power failure. Please see Building Management to be added to after hours contact list.

Garage Garage gates will be opened manually to allow vehicles to exit.

SECURITY THREATS

Civil Disturbances

Pickets, Protests, Riots:

1. Call Building Management at 202-559-8855. If a threat to persons or property is imminent call 911.
 2. Stay inside building and close window blinds.
 3. Avoid any confrontations.
 4. Lock suites if threat is inside building.
 5. Elevators may shut down.
 6. Building may go to cardkey access only.
 7. Garage may close.
-

Theft

1. Call Metropolitan Police Department at 311 to report incident.
 2. Call Building Management at 202-559-8855.
-

Threat of Violence

1. Call Metropolitan Police Department at 911 to report threat.
 2. Call Building Management at 202-559-8855.
 3. Notify Tenant Management.
-

Violence in the Workplace

The best defense against violence in the workplace is to have procedures in place that helps prevent violent acts. If an incident occurs:

1. Immediately take cover – in a locked office if possible.
2. Call 911. Turn off ringers.
3. Call Building Management at 202-559-8855.
4. Stay under cover until Police Department has arrived.

* If a robbery occurs, do NOT resist. *

WATER EMERGENCIES

Flooding Inside Building

1. Immediately contact Building Management at 202-559-8855.
 2. Turn off all sources of electricity in flood area if safe to do so.
 3. Identify source of flood and control if possible.
 4. Keep clear of any area with wet electrical equipment.
 5. Relocate valuables if possible.
-

Flooding Outside Building

Flash floods, water main breaks, storm surge:

1. Contact Building Management at 202-559-8855.
 2. Turn off all electrical equipment on ground and below grade floors.
 3. Relocate to above street level if necessary.
 4. Call 911 for any injuries.
-

Water supply Problems

For a loss of water supply or a tainted supply:

1. Contact Building Management at 202-559-8855.
2. Refrain from using restrooms or drinking fountains.
3. Await further instructions from Building Management.

V. RECOVERY OPERATIONS

Communication Plan

It is essential to maintain communications with both employees and Building Management during any recovery process in order to expedite the process and keep everyone informed. The Communication Plan should include:

1. Method for contacting and accounting for all employees
2. Method for employees to contact Tenant Management
3. Method for employees to contact relatives / friends
4. Current tenant contact information to Building Management

Keep copies of all numbers at an off-site location.

Business Continuity Plan

We encourage all tenants to develop a plan for continuing business operations in the event of a disaster or other serious emergency. Some of the components of a Continuity Plan include:

1. Establishment of priorities for recovery
2. Identification of critical components to business function
3. Back-up plan for each business function
4. Plans for temporary space / alternate locations
5. List of vendors and emergency contractors that may be needed
6. Plans for substitute or temporary equipment
7. Plans for possible remote access to business operations
8. Insurance and damage documentation
9. Employee assistance / counselors

EXHIBITS

EMERGENCY EVACUATION TEAM

Floor Evacuation Director

- Selects personnel to serve as wardens and ensures that all wardens are trained for their specific responsibilities.
 - Instructs wardens and personnel in evacuation procedures and of exit routes.
 - Oversees the floor evacuation during actual emergencies and drills.
 - Designates a meeting place for wardens and evacuates with them as a group. Wardens should be the last occupants to vacate a floor.
-

Search Warden

- Announces the alarm condition or emergency to floor occupants.
 - Directs personnel to proceed to the stairwell exits.
 - Searches every room for people who may not be aware of the alarm or who may need assistance – including restrooms.
 - Advises the Floor Evacuation Director of special needs, problems, or personnel requiring assistance.
-

Exit Warden

- Checks the exit route to ensure that it is free of fire, smoke, or obstructions.
 - Directs personnel to the designated relocation area (different floor or outdoors) via the stairwells and ensures an orderly exit flow.
 - Ensures all personnel are accounted for in the designated relocation area.
-

Elevator Warden

- Stands at the elevator lobby and advises personnel not to use the elevators during a fire alarm emergency.
 - Directs all personnel to the exit stairwells.
-

Aides

- Identifies personnel who may need assistance during an emergency and assists them in an evacuation to the area of rescue.
- Provides reassurance and waits with personnel in rescue area until Fire Department arrives.

FLOOR EVACUATION TEAM ROSTER

Tenant _____	Floor _____
------------------------	-----------------------

Position	Primary Person	Telephone	Alternate Person	Telephone
Evacuation Director				
Exit Wardens				
Search Wardens				
Aides				
Elevator Wardens				
Additional				

LIFE SAFETY SYSTEMS

System Overview	All of the systems and components described below are designed to detect report and, in some cases, control the spread of fire. Each system has emergency power capabilities supplied from generators and internal batteries should a loss of normal electrical power occur. Licensed fire alarm technicians and sprinkler contractors periodically test each system.
Sprinkler Systems	Sprinklers are activated by high temperatures that cause the sprinkler to discharge water in a given area. Sprinklers are designed to suppress and contain a fire until it can be fully extinguished by firefighters. Additional sprinklers will activate in succession should the fire spread beyond its point of origin. Water pressure is maintained by automatic fire pumps to ensure a continuous flow of water is applied to the fire. The sprinkler system is integrated with the fire alarm system in order to activate the fire alarm sequence and notify the Fire Department if water is discharged from a sprinkler.
Manual Fire Alarm Pull Stations	Manual fire alarm pull stations are located at stairwell exits and are designed to initiate an alarm and notify the Fire Department. You should be familiar with the location of these devices on your floor. Pulling the lever down fully activates the device.
Smoke Detectors	Smoke detectors are located on every floor and in each elevator lobby. Smoke detectors are also located in building mechanical rooms and electrical closets. Additionally, detectors are installed in the ventilation ductwork on each floor. Activation of any of these devices will summon the Fire Department and start the fire alarm system sequence.
Speaker / Strobe Devices	Speaker/strobe units are alarm notification devices designed to alert building occupants of an active fire alarm and to provide live voice communication during an emergency. These devices are located throughout each floor to enable Building Management and the Fire Department to communicate information throughout the building.
Stairwell Doors	Stairwell doors are fire rated to provide protection from smoke or fire for occupants during an evacuation. These doors are normally locked from the stairwell side to prevent unauthorized access onto a floor, but will always allow entry into the stairwell. When a fire alarm occurs, all stairwell doors will automatically unlock to allow re-entry onto any floor during an evacuation. The doors are designed to close and latch to minimize the spread of smoke into the stairwell and should not be held or blocked open during a fire alarm event.

HELPFUL PHONE NUMBERS

Public Services:

Police / Fire Emergency	911
Police Non-Emergency	311
All other DC City Services	202-727-1000

Building Services:

Building Management	202-559-8855
Security Guard Desk	202-559-8855
Datawatch Systems	1-800-899-9872

Local Hospitals:

Washington Hospital Center	877-877-3627
George Washington Hospital	202-715-4000
Howard University Hospital	202-865-6100

Public Utilities:

PEPCO	877-737-2662
Washington Gas	800-752-7520
DC Water and Sewer Authority	202-787-2000

Transportation:

Metro Bus/Rail Service	202-637-7000
Yellow Taxi	202-544-1212/202-829-4222
Capitol Cab	202-545-8900

BOMB SEARCH PROTOCOL

Bomb Search Areas Personnel most familiar with the affected areas normally conduct bomb searches. Generally, the Bomb Squad **will not** search for a device since they are least familiar with the property or area in the threat condition.

Common area search teams are comprised of building security, janitorial and maintenance personnel. These team members typically search publicly accessible common areas, to include:

- Building entrances
- Main Lobbies
- Public area rest rooms
- Public stairways
- Elevators
- Garage/loading docks
- Exterior areas
- Mechanical floors and spaces

Based upon the facts surrounding the incident, it may be warranted to conduct a specific search of tenant occupied office space. A search can be conducted by tenant employees searching their own work areas and can be accomplished quickly with minimal disruption to normal activities.

Employee search teams can be organized by using existing employee Floor Emergency Evacuation teams. These team members search accessible tenant common areas on their floor, to include:

- Reception areas
- Floor corridors
- Copy/fax/mail rooms
- Conference rooms
- Unlocked closets and storage areas
- Unoccupied offices

Bomb Search Instructions

Each search team member is assigned a specific area and provided the instructions below:

- **Search** for items that appear to be “out of place” or that “do not belong” in the search area(s), especially noting any new objects or signs of alteration.
- ***Do not touch*** any suspicious or “out of place” item. No attempt to examine or move the suspect item should be made.
- **Notify** Building Management to investigate, if any such suspicious or “out of place” items are found. At this point, the Bomb Squad will respond and take over.
- **Notify** Floor Evacuation Director when the search of the assigned area is complete.

Room Search Technique

1. Conduct a visual sweep of the room and listen for unusual sounds. (If an unusual sound is heard, skip to step #5.)
2. Divide the room by height into stages as outlined below:
 - Floor to waist level
 - Waist level to eye level
 - Eye level to ceiling

Note: A search of the area above a suspended ceiling, if warranted, should only be conducted by building staff. Notify Building Management if a ceiling tile appears to be out of place.

3. If there are multiple searchers for a room, divide the room into areas of responsibility by the height stages above. Overlap the areas slightly for better coverage.
4. The physical search should begin at the walls and work inward to the center. As areas are completed, chalk, tape or Post-It notes can be used to mark a completed zone.
5. Notify Building Management if a suspicious device or package is found or when search is complete.

BOMB THREAT CHECKLIST

Questions to ask:

1. When is the bomb going to explode: _____
2. Where is it right now: _____
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. What is your name: _____
9. What is your address: _____

EXACT WORDING OF THREAT: _____

Callers Voice:

- | | | | |
|--|--|-----------------------------------|---|
| <input type="checkbox"/> Slow | <input type="checkbox"/> Calm | <input type="checkbox"/> Rapid | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Lisp | <input type="checkbox"/> Crying | <input type="checkbox"/> Laughing | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Accent | <input type="checkbox"/> Normal | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Excited | <input type="checkbox"/> Stutter | <input type="checkbox"/> Voice Cracking |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Nasal | <input type="checkbox"/> Angry | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Throat clearing | <input type="checkbox"/> Apparent Age: _____ | | <input type="checkbox"/> Apparent Sex: ____ |

Background Sounds:

- | | | |
|---|----------------------------------|---|
| <input type="checkbox"/> Subway | <input type="checkbox"/> Static | <input type="checkbox"/> Street Noises |
| <input type="checkbox"/> Music | <input type="checkbox"/> House | <input type="checkbox"/> Animal Noises |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Motors | <input type="checkbox"/> Factory Machines |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Local | <input type="checkbox"/> Phone Booth |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Distant | <input type="checkbox"/> Other |

Threat Language:

- | |
|---|
| <input type="checkbox"/> Foul |
| <input type="checkbox"/> Well Spoken |
| <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Taped |
| <input type="checkbox"/> Message read by threat maker |

Time: _____ Date: _____ Length of call: _____ Accent or dialect: _____

If the voice was familiar, who did it sound like: _____

Did you identify this location to the caller: _____

Number at which call was received: _____

Your name: _____ Company: _____

Your Position: _____ Phone: _____

CALL 911 AND BUILDING MANAGEMENT IMMEDIATELY

HELPFUL WEB LINKS

www.fema.gov	Federal Emergency Management
www.ready.gov	Homeland Security Site
www.dhs.gov	Homeland Security Main Site
www.dcema.dc.gov	DC Emergency Management
www.emergencycenter.dc.gov	DC Emergency Services Site
www.redcross.org	American Red Cross
www.mpdc.dc.gov	Metropolitan Police Department
www.disasterhelp.com	Disaster Planning
www.workviolence.com	Preventing Violence
www.wmata.com	Washington Metro Transit Authority