

West Point
3900 S Wadsworth Blvd
Lakewood, CO 80235

Tenant Emergency Procedures Plan



Updated 3/8/19

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Emergency: 911

Police Department Non-Emergency: 303-987-7111

Fire Department: 303-989-4307

Poison control center: 303-389-1100

Gas/Electric Company: (Xcel) 1-800-481-4700

Management Office: 303-758-3131

After-Hours and Emergencies: 303-758-3131

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INTRODUCTION AND PURPOSE

To prepare for possible emergencies, West Point worked closely with Lakewood Fire Department to evaluate conditions, anticipate potential risks, and develop and maintain a comprehensive Emergency Action Plan for the actions employees and visitors should take at the onset of an emergency -- until Fire and Police teams arrive. This document represents that plan, which focuses on the fire safety and life preservation of West Point occupants.

These procedures are not intended to alarm you, but rather to prepare you for any emergency that may occur while you are inside the West Point building. Lakewood Fire and Police Departments are equipped and trained to manage any incident. These procedures have been developed to present clear instructions on the actions required during the first minutes of an emergency, before safety personnel arrives. These actions will reduce the potential for injury through calm and organized communication and reaction.

While any emergency occurring in the West Point building could pose unique problems for building occupants and emergency personnel, thorough training in individual responsibilities and emergency procedures can minimize panic and result in safe and efficient emergency response.

To ensure safe evacuation of West Point in the event of an emergency, the procedures in this manual must be followed unless Fire or Police Department officials direct otherwise. All employees shall follow the instructions of their assigned Fire Wardens.

These procedures have been developed Dunton Commercial and the Ownership in conjunction with the name of Fire Department, with your safety as the primary goal. All employees assigned to an office in the West Point should read these procedures and become familiar with the actions required during specific emergencies.

The importance of this Emergency Action Plan cannot be overemphasized. While it is understood that this plan cannot address every possible emergency situation, the guidelines set forth should be followed as closely as circumstances allow in order to reduce the chances of injury. The purpose of this manual is to establish a command structure, a sound decision-making process and effective communication lines and procedures.

Neither the Landlord nor the Managing Agent makes any representation or warranty, express or implied, with respect to the building systems or the operation thereof.

Protection of your employees and the buildings are always forefront in the minds of the Management Team at West Point. We are pleased to have you as a Tenant and hope that you will put forth the effort necessary to enhance the safety and security of everyone at building.

EMERGENCY PHONE NUMBERS:

Emergency: 911

Police Department Non-Emergency: 303-987-7111

Fire Department Non-Emergency Dispatch: 303-980-7300

Poison Control Center: 303-389-1100

Gas/Electric Company: (Xcel) 1-800-481-4700

Management Office: 303-758-3131

After-Hours and Emergencies: 303-758-3131

Fire Department Inspections and Assistance

To reduce the chances of fire occurring within our building, Fire Prevention inspections are periodically conducted in compliance with name of city ordinance by West Metro Fire Department personnel. The condition and usability of means of egress, life safety systems, interior finish, emergency lighting, exit signs, and all fire doors are evaluated. These inspections are effective because hazards that could cause a fire or allow a fire to spread are identified. The inspectors check for accumulation of combustible trash and debris, storage practices, maintenance procedures and safe operation of building utilities. The inspectors also verify the proper installation, operation and maintenance of fire protection features, systems and appliances within the building. The fire safety systems are subjected to a formal inspection; testing and maintenance programs and the records are reviewed by Fire Department inspectors.

Technical information on the name of building is gathered by the Fire Department during inspections. This information is used in pre-fire planning, which ensures effective emergency operations. This information is valuable to the Fire Department in case of a fire at the property.

In addition, the Fire Department reviews and approves this Emergency Action Plan to ensure it is adequate and up to date. In some cases, the Fire Department will witness an actual emergency evacuation drill to evaluate its effectiveness.

OVERVIEW

West Point was constructed in accordance with building and fire code requirements established by the National Fire Protection Association (NFPA) as well as state and local agencies. Building plans and specifications were submitted to Lakewood Fire for review and approval prior to issuance of a building permit. Routine inspections are performed by Lakewood Fire Department to assure continued compliance with existing codes as well as system testing on an annual basis by a licensed fire safety system contractor based on specifications as set forth by the City of Lakewood.

The building is constructed of cast-in-place concrete and there are 8 floors in the building.

PANIC CONTROL

Panic is a sudden, unreasoning terror, often spreading quickly and often accompanied by mass flight. Panic is caused by fear, although those involved may not know what they fear. People may be tempted to join a fleeing crowd; the flight of those in motion is enough to suggest the presence of something to fear. When this stage is reached, it may become difficult to control the group. Attempting to reason with such a crowd may be futile, but it may be possible to control the group by assuming leadership or distracting key members of the group. In any case, corrective action should be taken before the movement stage, if possible.

PANIC DETERRENTS

- Inform personnel what is expected of them in an emergency.
- Exemplify strong, competent leadership.
- Eliminate physical causes.

ANTIDOTES FOR PANIC

- Provide assurance. Exert positive leadership. Reassure the group by giving information and instructions calmly.
- Eliminate unrest. Dispel rumors. Identify troublemakers and prevent them from spreading discontent and fear.
- Demonstrate decisiveness. Suggest positive actions. Indicate what to do, rather than what not to do.

These panic control recommendations are offered as a guide to action. In the final analysis, it is entirely up to you to properly react and control panic. The decision is yours.

SAFETY PERSONNEL AND ASSIGNED TASKS

This building has the following safety personnel on staff:

1. A Fire Safety Director and Deputy who are thoroughly trained in building life safety considerations. (Senior Property Manager and the Engineer.)
2. For this asset, we have a skilled engineer who is familiar with all life safety equipment and the building mechanical systems. He is on duty from 7:00 a.m. to 4:00 p.m., Monday through Friday, and we have an on call 24 hours per day, seven days per week service via our office number of 303-758-3131.

FIRE PROTECTION EQUIPMENT AND SYSTEMS: TYPE AND LOCATION

West Point has the following life and safety equipment installed:

FIRE COMMAND CENTER: The Fire Command Center is located on the 1st floor. In the event of an emergency, the room services as the exclusive operations location for West Metro Fire Department.

AUTOMATIC HORN/STROBE: The horn/strobe sirens will sound and flash on all floors throughout the building.

SMOKE DETECTORS: Smoke detectors have been installed throughout all common areas, suites, restroom corridors, janitor and electrical closets, above the ceiling in the return air plenum, supply air ducting and elevator shafts.

SPRINKLER SYSTEM: The office building is fully sprinkled, equipped with an automated fire suppression system, activated either by heat or flame, with Fire Pump located on the first floor.

PULL STATIONS: Manual pull stations are located by the stairwells on each floor and by all main egresses of the building. Simply pull the handle down, this sounds the alarm and dispatches the fire department.

FIRE EXTINGUISHERS: Fire extinguishers are located in cabinets at east and west stairwells on each floor, designated by a red sign labeled "Fire Extinguisher". Fire Alarm Services will test every extinguisher in each suite annually.

BUILDING LIFE SAFETY SYSTEMS

Once the smoke or fire detection device is activated, an alarm is automatically transmitted to the 3rd floor Fire Command Center (FCC), which in turn will contact West Metro Fire Department. The building fire alarm system is monitored 24 hours a day, 7 days a week.

In the event of an alarm, the primary building heating and air conditioning system (HVAC) is designed to shut down to prevent smoke and flame from transferring from one zone to another.

These systems are:

SMOKE CONTROL SYSTEM: In the event of an alarm, smoke suppression doors within hallways will release from their magnetic hold-opens to minimize the transfer of smoke to other floors.

ELEVATOR RECALL SYSTEM: In the event of an alarm, the engineering staff or the fire department may manually call the elevators to the lobby via a key-switch. This is known as "Phase One Elevator Recall". When there is an alarm, DO NOT USE THE ELEVATORS. USE THE STAIRS.

EMERGENCY LIGHTING: Emergency lighting is provided to stairwells, exit lights, public corridors, restrooms and limited lighting in tenant suites.

When a fire alarm signal sounds, all occupants and visitors must evacuate the building immediately (300 feet away from the building is recommended). They shall respond to their designated reassembly area and perform accountability and wait for the Fire Department or Safety Director to clear the building for re-entry.

STAIR ENCLOSURES

Evacuation of the building occurs through the building stair systems (Center (interior), east and west exterior stairs; central interior stairs). Stair systems are the lifelines out of the building for emergencies. Each floor has stair systems, which are clearly marked with exit signs. Stair systems are protected by fire rated doors and walls.

The Fire Department's Knox-Box[®] key vault contains master keys and access cards which are tagged and updated as needed. This box is located on the main exterior of the building.

ACCIDENT OR ILLNESS

In the event of an accident or illness of an employee or visitor on your premises, we recommend that you immediately:

1. Call 911 and report a "Medical Emergency." Firefighters, police and an ambulance will be automatically dispatched at the same time.
2. Give the operator this information:
 - Building name: West Point
 - Building address: 3900 S Wadsworth Blvd, Lakewood CO 80235
 - Floor or location of emergency
 - Any details available about the accident or illnessDo not hang up until 911 operator requests that you do.
3. Call Dunton Commercial. Notify any on-duty EMT or Police Officer who may be present.
4. Do not move the patient unless they cannot remain where they are without further endangering their life. Perform first aid to your level of training.
5. Have someone meet the responding EMT at the main floor lobby elevators and on the emergency floor to direct emergency personnel to patient's location.

BUILDING STAFF REACTION FOR MEDICAL

1. If available, the building engineer will open the lobby door for firefighters and ambulance personnel. Be aware that Lakewood has a two-tiered response system. First, the Fire Department will arrive, and soon after an ambulance will arrive. Each group must be met and escorted to the location of the person requiring medical attention.
2. Place an elevator on independent service on the first floor to transport firefighters and ambulance personnel to the needed floor. Assign a staff member from the building to operate the elevator.
3. Go with the emergency personnel to the location of the person requiring medical attention.
4. Leave elevator on stand-by on the floor of the emergency to transport the emergency personnel and/or the ill or injured person to the lobby.
5. Assist the emergency personnel, as needed, with any patient information you can obtain, such as medical history, emergency contacts etc.

GENERAL EMERGENCY PROCEDURES - OFFICE AND BUSINESS OCCUPANCIES

TENANT RESPONSIBILITIES

Tenants must assign specific employees to serve as Fire Wardens and Assistants. Building Management

or the Fire Department will be the Drill Coordinators.

1. In accordance with Fire Department guidelines, responsibility for the planning and conduct of drills shall be assigned to the Buildings Fire Safety Director who is a competent person qualified to exercise leadership in this area of expertise.
2. Those assigned, as Fire Wardens or Assistants must attend training sessions a minimum of once a year. These trainings are coordinated/scheduled by Building Management. Attendance at all training sessions will be recorded by Building Management.
3. Tenants are responsible for keeping a list updated monthly of employees with mobility impairments at the Management Office with a copy posted in the Fire Command Center.
4. Building fire drills will be held either annually or semi-annually with West Metro Fire Department's Fire Prevention Bureau observing and making recommendations on one drill per year.

EMERGENCY STAFF

Position	Responsibility
Drill Coordinator (Fire Department for Fire Safety Director.)	Plans, conducts and evaluates emergency drills. This position may be assigned to the Safety Director or head of Security.
Fire Warden (Tenant Function)	Individual assigned to coordinate emergency evacuations of a specific floor or area and to ensure that all occupants have evacuated the building. The Fire Warden is also responsible for verifying the evacuation of all spaces, including rest rooms and closing, but not locking, all doors.
Fire Warden	Individual assigned to monitor people in his/her work area and is responsible for their safe evacuation in an emergency.
Fire Warden/Searcher	Individual responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, etc.
Aide to Employees with Mobility Impairment ("buddy") (Assigned by Tenant or Fire Warden)	Employee assigned to assist occupants with mobility impairments during emergencies and drills.
Assembly Area Monitor (Assigned by Tenant or Fire Warden)	Employee assigned to monitor assembly points and take attendance as occupants arrive.
Communicator/Runner (Building Management Function)	Staff assigned to the Command Post or assembly areas responsible for communication between assembly points and the Command Post.
Drill Evaluator (Fire Department or Building Management Function)	Individual assigned to monitor occupant actions during the drill and report their findings to the Drill Coordinator at the completion of the drill.

FIRE SAFETY DIRECTOR

RESPONSIBILITIES

The Fire Safety Director plans, conducts and evaluates emergency drills.

DUTIES

The Fire Safety Director is responsible for ensuring that all evacuation routes and assembly points are accessible and safe. He/She also verifies that all egress components (stairs, corridors, doors, etc.) are in proper order and that occupants can use them safely. He/She also confirms that exits are clearly identified and that corridors are free of obstructions.

The Fire Safety Director also reviews the evacuation plan before a drill and identifies any modifications necessary as the result of changes in staff, operations, or the facility.

He/she should consult with Lakewood Fire Department at this time. The Fire Prevention officer will know what specific requirements apply to Lakewood. Further coordination with the Fire Prevention Officer is important to obtain local operating procedures for the emergency responders pertaining to employee accountability and how to locate and then evacuate persons with impaired mobility.

FIRE WARDENS

As a general rule, one Fire Warden is designated for every 20 employees.

RESPONSIBILITIES

Fire Wardens are responsible for the occupant condition of their floor, for supervising Fire Wardens during an emergency, and for evacuating occupants during an emergency. Fire Wardens must be familiar with the layout of their floor, the details of the Emergency Action Plan, the location and operation of available alarm systems, fire protection equipment, coded door locks, and the location of routes to exit areas.

ADMINISTRATIVE DUTIES

1. Each Fire Warden must pre-select two Searchers (This depends on the size of the tenant suite) to assist in the event of an emergency. Fire Wardens are responsible for working out a search plan for Searchers to follow in the event of an emergency on their floor.
2. Appoints personnel to the emergency team and fills vacant positions.
3. Maintains an updated roster of all Fire Wardens, Searchers, Stairway Fire Warden, Elevator Fire Warden, Aides to Employees with Mobility Impairments, and alternates.
4. Maintains an up-to-date list of physically challenged employees. This list should include the floor location and where (elevator lobby, stairwell, etc.) on the floor they will wait for assistance.
5. Notifies the Management Office when changes in Emergency Organization personnel and physically challenged persons occur.

6. Ensures that all emergency team personnel know their assigned duties and locations in case of an emergency.
7. Pre-plans the handling of persons with mobility impairments during evacuation.
8. Fire Wardens should know and be able to identify all employees in their area of responsibility.

In the event of an emergency, employees should follow their Fire Warden's instructions and offer their full cooperation.

EMERGENCY DUTIES

1. If there is a fire on a tenant floor, and the alarm has not sounded, the Fire Warden or person finding the fire is to:
 - a. Close any doors to the fire area.
 - b. Activate the fire alarm manual pull station at the nearest stairwell.
 - c. Call 911 from a safe area after relocation.
 - d. In the event that the fire alarm signal (audible and visual) is received, the Fire Warden should follow this procedure
2. Advise the tenants that when the building they are occupying receives the fire alarm signal (horn and strobes), they must immediately evacuate the building by using the stairwells, staying single file and to their right in the stairwell. They are to remain in the stairwell until they reach the street level. When the street level is reached tenants are to leave the building and go to their pre-assigned reassembly area.
3. Remain calm and begin to evacuate all floors and follow any directions given by Fire Wardens and/or Fire Department personnel.
4. Fire Wardens are to put on a red Fire Warden cap (provided by the Management Office) so they can be easily identified by other tenants and the Fire Department. If possible, Fire Wardens should also carry a flashlight.
5. If safe to do so, searchers should make certain any or all doors leading into such an area are closed after checking that everyone is out of the area. Other searcher duties are as follows:
 - To search all restrooms and any other areas of their floors to ensure that all persons are aware of the fire alarm.
 - Searchers will assist any persons who may faint or become disorientated or suffer an injury.
 - Searchers should then keep in close communication with the Fire Warden in case other assistance becomes necessary.
 - If possible, close all doors. Contain the fire if possible.
6. Mobility impaired persons unable to evacuate are to remain on the protected stairwell landing with their "buddy" until the Fire Department arrives. If the Fire Warden relocates mobility-impaired

persons, they must notify 911 or Fire Department personnel of the person's location so that the Fire Department can rescue them.

7. The Fire Warden can order relocation or evacuation depending upon the danger that is present.

If the occupants of a floor are directed by the Fire Department to leave the floor, it is to be done by way of stairwells.

- Elevators are not safe in such an emergency and are automatically taken out of service.
- To relocate/evacuate people, Fire Wardens are to lead the people downward in the stairwell, keeping single file and to the right; this will allow firefighters ascending the stairwells clear passage. Also, people should not run or talk in the stairwell as the noise may hinder them from hearing instructions. No food, drink or mobile phones are to be used while exiting the building.

FIRE WARDEN / SEARCHERS

RESPONSIBILITIES

Under the supervision of the Fire Warden, Searchers are responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, etc.

DUTIES

1. Checks all rooms including rest rooms, conference rooms, reception areas, and remote areas, closing but not locking all doors behind him or her.
2. Advises any remaining personnel on the floor of the emergency and insists on their evacuation.
3. Evacuates non-employees found on that building level.
4. Reports to Fire Warden when his/her area is clear.

AIDE TO EMPLOYEES WITH MOBILITY IMPAIRMENT

RESPONSIBILITIES

Under the supervision of the Fire Warden, the Impaired Aide (Buddy) is responsible for making sure all persons with mobility impairments are evacuated.

DUTIES

Maintain an accurate and updated list of physically challenged employees on the floor. A "Buddy System" will be implemented in which one or two Aides will be responsible for evacuating specific physically handicapped co-workers or taking them to stair enclosures if they cannot be evacuated.

REASSEMBLY AREA

RESPONSIBILITIES

Fire Wardens are to take attendance as occupants arrive to confirm the evacuation status of employees and visitors. Fire Wardens are to report the evacuation status to the Fire Safety Director.

DUTIES UPON EVACUATION

1. Occupants are to proceed down the stairway and exit the building, per the evacuation plan and stair system and proceed to a designated meeting area that is at least 300 feet from the building.
2. Fire Warden shall perform and report tenant accountability to ensure all occupants have evacuated the building.
3. The evacuation plan identifies where each tenant and their staff is to hold until given notice to re-enter the building. The property manager should coordinate these meeting areas and have that information with them when evacuating so as to not have too many meeting areas positioned at the same location, which could create confusion when occupants meet in the same location. This will also assist the Fire Department and the property manager when the questions come up of where certain tenants are located after the evacuation.
4. If an occupant is off their normally occupied floor, they shall exit the building and head directly to a pre-designated meeting area and report to the Fire Warden.
5. If persons are unaccounted for, every effort must be made to ensure that the missing party has evacuated the building, including witness accounts of where the person was last seen. Any person left unaccounted for after your efforts to locate must be reported to the Fire Department with any information acquired.

COMMUNICATOR / RUNNER

Staff responsible for communication between assembly points and the Command Post. Fire Wardens may be needed to assign one runner for communication between reassembly points and the Command Center.

DRILL EVALUATION (FIRE SAFETY DIRECTOR)

RESPONSIBILITIES

Assistants will monitor occupant actions during the drill and reports their findings to the drill coordinator at the completion of the drill.

DUTIES

1. Drill Assistant shall be on drill floor at activation of fire alarm.
2. Observes tenants/occupants' reaction to fire alarm signal.
3. Observes that tenants/occupant's close office and conference room doors.
4. Ensures that all fire alarm warning devices (horns and strobes) are in proper working order and all fire protection devices (fire doors, stairway pressurization, etc.) activate.

5. Observes that Fire Wardens perform their assigned duties.
6. Observes that accountability is taken at relocation area and reported.
7. Reports all observations to building's Fire Safety Officer; these comments are to be included in final report.

INDIVIDUALS WITH IMPAIRED MOBILITY

The following procedures have been implemented to provide maximum safety for anyone who is mobility impaired in this building. Always include mobility-impaired individuals in your planning processes; they are the experts on their condition, and their input is always valuable.

1. A comprehensive, confidential list of mobility-impaired people titled "Individuals Requiring Fire Department Assistance to Evacuate," with the DATE the list was updated, shall be kept in the Management Office and POSTED in the Fire Command Center at all times for use during any type of emergency. This list shall include:
 - a. The person's name and mobile number and the names/mobile numbers of the assigned buddies.
 - b. The floor on which he/she works
 - c. The name of the Fire Warden responsible
 - d. The nature of the physical challenge
 - e. Where they will remain (elevator lobby/stairwell/ refuge area) and wait for rescue by the Fire Department.

This list shall be updated monthly by the Tenant and submitted to the Management Office, see the Form in this book or on the website.

All Office Managers shall e-mail the Assistant Property Manager an updated list of impaired individuals. The master list will then be updated and posted as required.

2. SPECIAL NOTE: All tenants are asked to keep the Management Office informed of any persons working in the building who have any impairment that could keep them from relocating without assistance in an emergency.
3. Building Management requires that every tenant assigns two buddies to mobility-impaired person. In this way, someone is always able to render aid as the situation dictates if evacuation cannot be completed.
4. In the event of an emergency, the mobility-impaired individual should never be left alone. The "buddy" should always take the person to the nearest stair enclosure landing or designated refuge area when there is an alarm, smoke or fire, or if the Fire Department instructs everyone to leave the area.

FIRE WARDEN CLASSES AND FIRE DRILLS

1. Fire warden classes will be held annually. Each fire warden will have a hat and a flashlight. The hat is to be worn with authority, recognizing that another person whether in your company or not, will be looking to you for help/direction.

2. Fire drills will occur annually. Each employee/person is to take these drills seriously. No food, drinks, or cell phones are to be used during the time of evacuation to the holding area.
3. Holding areas will be defined and directed by building management. Each company, per the holding area, is to congregate and remain at the holding area until given the “all clear” to re-enter into the building.
4. Exiting plan for the building will also be provided for each tenant.

FIRE

IF A FIRE IS DISCOVERED INSIDE YOUR SUITE:

1. Advise others and move everyone away from the fire.
2. Confine the fire by closing all doors in the area.
3. Notify the Fire Department (911) and provide the following information:
 - Building Name – West Point
 - Building Address – 3900 S. Wadsworth Blvd, Lakewood, Co 80235
 - Nearest Cross Street – Wadsworth Blvd and Mansfield
 - Suite Number or Exact Location of Fire
 - Your call back number (cell phone)

NOTE: Do not hang up until the Emergency Operator does so.

4. Notify the Management Office at 303-758-3131
5. Activate a pull station.
6. Attempt to extinguish the fire only under the following conditions:
 - If the fire is small and can easily be extinguished.
 - You are familiar with the operation of an extinguisher and it can be done safely.
 - You have someone with you.
 - You have your back facing an exit.
7. Proceed to the nearest exit to evacuate. Exit via stairwells; do not use the elevators.
8. Once outside the building, move to a safe refuge area away from the building and Fire Department operations.

NOTE: FIRES NEED FUEL, HEAT, AND OXYGEN TO SURVIVE. YOU CAN REDUCE OR EXTINGUISH FIRE BY REMOVING ANY ONE OF THESE ELEMENTS. FOR EXAMPLE, CLOSE DOORS AND USE EXTINGUISHER TO REDUCE OXYGEN, THROW WATER ON THE FIRE. REDUCE HEAT, AND ELIMINATE FUEL SOURCES BY REMOVING NEARBY

PAPER, PLASTICS, AND OTHER FLAMMABLES.

IF A FIRE IS DISCOVERED OUTSIDE OF YOUR SUITE:

If you are in your suite, smoke or heat is evident in the corridor, and you are not able to exit, proceed as follows:

1. Call 911 and provide the following information:
 - Building Name – West Point
 - Building Address – 3900 S. Wadsworth Blvd, Lakewood, Co 80235
 - Nearest Cross Street – Wadsworth Blvd and Mansfield
 - Suite Number or Exact Location of Fire
 - Your call back number
 - Report your building number, floor and suite number.

NOTE: Do not hang up until the Emergency Operator does so. Call the Management Office at 303-758-3131.
3. **FEEL THE DOOR.** If it is hot or warm, **DO NOT OPEN IT!**
4. **CLOSE AS MANY DOORS AS POSSIBLE BETWEEN YOU AND THE FIRE.**
5. **IF SMOKE ENTERS YOUR SUITE FROM BENEATH THE DOOR**, seal the area with a fire blanket, wet towel or other moist material.
6. **IF SMOKE IN YOUR SUITE BECOMES UNBEARABLE**, break a window for additional oxygen.
7. **IF YOUR TELEPHONE STOPS WORKING**, display brightly colored material from the window. Wave it to make it more visible to rescuers.
8. **DO NOT JUMP!**

FIRE SAFETY REMINDERS

1. Post emergency phone numbers for all employees.
2. Make sure all employees are aware of the location of fire extinguishers and are familiar with how an extinguisher operates.
3. In a fire or other emergency, follow the instruction of your designated Floor Warden and other Emergency Personnel.
4. Never use the elevators.
5. While it is usually advised to go downward in a building during a fire, there are occasions when it may be necessary to go to an upper floor or the roof. For example, if smoke enters the stairwell, you may be driven upwards toward cleaner air.
6. If you encounter smoke, get down on your hands and knees. Air is cleaner and cooler near the floor. Crawl to the nearest stairwell and exit if it is safe to do so.

7. Few people are burned to death in fires. Most fire-related deaths are the result of smoke inhalation, poisonous gas or panic. Panic can be avoided by being well prepared for an emergency. Learn all the emergency procedures as if they were second nature.

FIRE PREVENTION TIPS

EXTENSION CORDS

Extension cords and flexible cords shall not be a substitute for permanent wiring. Extension cords and flexible cords shall not be affixed to structures, extended through walls, ceilings or floors, or under floor coverings, nor shall such cords be subject to environmental damage or physical impact. Extension cords shall be used only with portable appliances. 2003 International Fire Code: 605.5

PORTABLE ELECTRONIC HEATERS (SPACE HEATERS)

West Metro Fire Department Code grants the Fire Department the authority to prohibit use of portable heaters in occupancies or situations where such use or operation would present an undue danger to life or property. They are prohibited for several occupancy uses (i.e., health care, ambulatory health care, detention and corrections). However, for office occupancies, the management of an office building can apply for a permit to allow portable electronic heaters, thereby assuming responsibility for inspecting this equipment. The hazards associated with the use of portable electric heaters necessitate the issuance of this permit, which can be revoked if the conditions of the permit are not adhered to. Concerns with portable electronic heaters include:

Every heater has a minimum allowable clearance distance to combustible material that must be strictly adhered to. For ceramic disk and fan-type heaters, this is typically three (3) feet in front of the heater and

1.5 feet on the other three sides and above. Refer to your operator's manual for exact requirements. Heaters can easily ignite paper, cloth and other lightweight material. Heaters that are too close to heavier material, such as wood, carpet and plastic, can reduce their ignition points (temperatures) until a fire occurs after days or even weeks of heater use.

One common location for smaller portable electric heaters is under desks. This is a potentially hazardous place for them. It is difficult to maintain proper clearances. Paper and other highly combustible material can accidentally fall or be kicked into the clearance area around the heater. Also, many of these heaters are not approved for use on carpet.

Even one portable electric heater (typically using more than 1500 watts of electricity) will load a typical office electrical circuit to near capacity. If other electrical devices are on the circuit, a heater can easily overload it. If they do, there is a risk of an electrical wiring fire. The building

engineer or a qualified electrician must be consulted to verify that a circuit can handle a portable electric heater.

The use of extension cords with portable electric heaters is discouraged, since the high amount of current they require could melt the cord and start a fire if the extension cord is not of adequate size (gauge).

General safety guidelines for portable electronic heaters include:

- Use of portable heaters that burn fossil fuels or Liquefied Petroleum Gas (LPG) is prohibited.
- Portable heaters must be tested and approved by FM, UL or any other nationally recognized testing laboratory. At a minimum the heater must be equipped with:
 - A working thermostat designed into it.
 - A tip-over shutdown feature.
 - An overheat-thermal cutoff feature.
- The heater must be electronically powered and must not take more than 115 volts of electricity to operate.
- Never leave portable heaters on when you leave the room.
- NO spliced wire or taped connections.
- A dirty heater can overheat, resulting in fire.
- Place the portable electric heater away from paths of egress.
- Portable heaters with exposed heating elements are prohibited.
- Each portable electric heater use must be pre-approved by building management/engineering.

We also recommend that the user of a portable electric heater makes sure that their heater hasn't been the subject of a safety recall. Many heaters are recalled each year. Check the consumer Product Safety Commission web site at:

<http://www.cpsc.gov/cpscpub/prerel/prerel.html>

ADDITIONAL FIRE PREVENTION TIPS:

1. Replace any electrical cord that has cracked insulation or a broken connector.
2. Do not pinch electrical cords under or behind furniture.
3. Do not run electrical extension cords under chair mats or across doorways where they can be stepped on or chaffed.

4. Leave space for air to circulate around heaters and other heat-producing equipment such as copiers and computer terminals.
5. Turn off or unplug all appliances, including coffee makers and hot plates at the end of each workday.
6. Keep exits, storage areas and stairways free from waste paper, empty boxes, dirty rags and other fire hazards.
7. Know the locations of fire extinguishers in the building and your work area.
8. Remove trash on a regular basis.
9. Close all doors after working hours.
10. Discard all flammable liquids.
11. Observe the building's NO SMOKING policies. Never throw matches or cigarette butts into waste containers (inside or outside of building).

FIRE EXTINGUISHER LOCATION & BASIC OPERATION

Fire extinguishers are located:

- One at stairwell on every floor (North-west and North-east fire cabinets).
- Tenants should also maintain fire extinguishers in their own suites.

All extinguishers in the buildings may be used on fires originating from wood, paper, plastic, grease, oil and electricity.

Please make yourself aware of the location of fire extinguishers on your floor.

OPERATING A FIRE EXTINGUISHER:

- To open the cabinet, pull the handle to open.
- Remember the "P-A-S-S" method for effective fire extinguisher use:
 - P** – Pull the safety pin. This is usually the pin with a string attached.
 - A** – Aim the hose, nozzle or horn at the base of the fire.
 - S** – Squeeze the trigger handle
 - S** – Sweep from side to side and watch for the re-flash of the fire.

NOTE: ALWAYS MAINTAIN A THREE-FOOT CLEARANCE AREA AROUND FIRE EQUIPMENT. ONCE THE EQUIPMENT HAS BEEN USED, DO NOT TRY TO RE-HANG IT, EVEN FOR A FEW SECONDS. USED EXTINGUISHER'S SHOULD BE SERVICED IMMEDIATELY!

EARTHQUAKES

EARTHQUAKE PREPAREDNESS

While the office building is structurally designed to minimize earthquake damage, it is wise for all occupants to be well prepared as well as keenly aware of the earthquake emergency procedures.

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event of an earthquake:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.
- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply.
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk. Additional Supplies to Consider:
 - ❑ Heavy work gloves
 - ❑ Hard Hats & Goggles
 - ❑ Work shoes
 - ❑ Generator
 - ❑ Shovels, crowbars
 - ❑ Catalytic heater
 - ❑ Dust masks
 - ❑ Chemical toilets, waste bags, lime
 - ❑ Water purification tablets
 - ❑ Sleeping bags & Cots
 - ❑ Portable stove
 - ❑ Eating utensils
 - ❑ Instant ice pack
 - ❑ Pre-moistened towelettes

EARTHQUAKES (continued)

DURING AN EARTHQUAKE

While Earthquake Emergency Procedures are similar to those of a fire, one specific difference should be communicated to all building occupants: Evacuation during fire is highly probable, whereas EVACUATION DURING AN EARTHQUAKE IS NOT PROBABLE.

Please adhere to the following safety procedures during an earthquake:

1. Take shelter away from windows and seek protection under tables, desks, or other objects that offer shelter from flying glass and debris.
2. Do not leave the sheltered area or exit the building until the quake is over. Seek safety where you are and leave calmly afterward if evacuation is necessary.
3. Do not dash for exits – stairwells may be unsafe.
4. Never attempt to use elevators during an earthquake. Afterwards, do not use elevators until they are checked for safety.
5. Stay clear of bookcases, file cabinets, windows and other heavy objects.
6. Turn off electrical equipment. Do not be surprised if electricity goes off or alarm systems are activated.
7. Do not smoke or use matches in case of gas leaks. If power fails, use battery operated lights.

If You Are Outside of the Building When An Earthquake Occurs:

1. Move away from buildings, utility wires and poles, debris and areas subject to falling glass.
2. If you are unable to reach a clear area, stand in a doorway or archway.
3. If threatened by falling debris, cover face with one forearm and the back of the head with the other.
4. The most dangerous place to be is on a sidewalk subject to falling debris such as glass and masonry.

AFTER AN EARTHQUAKE

1. Check for injured persons. **DO NOT** attempt to move a seriously injured person unless they are in immediate danger.

2. **DO NOT** use matches, candles or other open flames.
3. **DO NOT** turn on electrical switches or appliances.
4. Inspect your area for damage. Check for fire. Check utilities for gas and water leaks or electrical shorts. Stay clear of wires that are shorting out.
5. If you smell gas, open all windows. Evacuate the building if possible and report the leak to the Fire Department first, if possible, and then Building Management.
6. Clean up any dangerous spills.
7. Replace telephone receivers to restore communications. However, do not use telephones, except to reach Management Office or the Fire Department.
8. Listen to the radio for emergency reports.
9. **DO NOT** spread false rumors regarding the condition of the building or anything else that may cause panic.
10. Cooperate with Management personnel and Fire Department representatives.
11. Be prepared and stay alert for aftershocks.

Checklist for Business Survival following an Earthquake

Businesses face many hurdles in recovering from earthquakes. A key to survival is looking ahead and planning for recovery before an earthquake strikes. The following checklist identifies areas that can reduce the impact of an earthquake by enabling your company to continue normal business operations.

- Make agreements with vendors and suppliers to assure continued business or identify alternate sources in the event your normal vendors are unable to function after an earthquake.
- Develop and maintain inventories for critical supplies, equipment and employee skills.
- Develop a plan for informing clients, the general public and the media about company operations following an earthquake.
- Store duplicates of vital company records and important documents off-site.
- Take steps to “quake proof” your computer facility and equipment.

- Establish contracts with engineers and suppliers to survey damage and perform clean up following an earthquake.
- Develop a plan for business restoration including securing alternate work sites for personnel, restoring damaged utility systems, and controlling access to company facilities.
- Develop alternate marketing strategies for your products or for moving into other markets under post-earthquake conditions.
- Create post-earthquake financing and investment strategies to protect corporate assets.
- Make sure your bank is informed about your disaster contingency planning to assure quick response to your post-earthquake needs.
- Review existing inter-company mutual aid agreements to establish what needs might be following an earthquake.

FLOODS

In the event of a flood, we will evacuate and close the affected areas of the building. Flooding can cause great harm to the electrical equipment that serves the building and may disrupt the sanitary water supply.

If there is a slow water leak (not considered a flood) in the restroom or a tenant space, please inform the Building Management Office immediately.

Because of the extreme danger generated by floods and subsequent electrical problems, in the event of an actual flood:

1. Evacuate the area to a dry and safe place.
2. Call Building Management at 303-758-3131
3. Call 911 or the Fire Department.
4. Explain the location of the flooding and the probable cause. Remember to give the building's address.

Follow these same procedures should the sprinkler system release within the building.

TORNADOS

TORNADO PREPAREDNESS

The following **SUPPLIES** will be necessary to protect and sustain your employees in the event that a tornado leaves you temporarily stranded in the office building:

- ❑ **Food** – stock your office with non-perishable and easy-to-store food products such as dehydrated foods and food bars.

- ❑ **Water** – keep at least a three-day supply of purified water. It is recommended that you stock two quarts of water per day, per employee.
- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply.
- ❑ **Medical** – keep a well-stocked First Aid Kit. Choose kits designed to treat earthquake-related injuries such as heavy bleeding, shock and broken bones.
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios.
- ❑ **Fire Extinguisher**
- ❑ **Medications** – persons on medication should keep a 72-hour supply in their desk.

Additional Supplies to Consider:

- ❑ Heavy work gloves
- ❑ Hard Hats & Goggles
- ❑ Work shoes
- ❑ Generator
- ❑ Shovels, crowbars
- ❑ Catalytic heater
- ❑ Dust masks
- ❑ Chemical toilets, waste bags, lime
- ❑ Water purification tablets
- ❑ Sleeping bags & Cots
- ❑ Portable stove
- ❑ Eating utensils
- ❑ Instant ice pack
- ❑ Pre-moistened towelettes

There are two designations placed on a Tornado: a WATCH and a WARNING. A Tornado WATCH indicates weather conditions are right for a tornado. A Tornado WARNING indicates that a tornado has been sighted in the immediate area.

IN THE EVENT OF A TORNADO WATCH

1. Whoever is made aware of the threatening weather should notify the Floor Warden and the Management Office.
2. Floor Warden should alert all staff of the watch.
3. Once you have been notified of the watch, please do the following:

TORNADOS (continued)

- Immediately close the blinds in your office.
- Once this is accomplished, stay away from the windows.
- Remain at your normal work station.
- Tune in any battery-operated radios to a station with weather updates.
- If possible, you should remain in the building until the weather has cleared.

IN THE EVENT OF A TORNADO WARNING

1. Move away from the perimeter of the building (windowed areas) toward the center of the building and close the doors behind you.
2. Floor Wardens and emergency personnel will direct you towards corridors, stairwells and elevator lobbies.
3. Do not exit these designated areas or use elevators.
4. Protect yourself by placing your head close to your knees and covering your neck with your hands.
5. If you cannot reach a corridor or lobby in time, the next safest place is under a desk, table or chair.
6. Remain in the designated area until an announcement has been made by designated emergency personnel or building management that it is safe to return to your work station.
7. Once everyone has returned to their workstation, Floor Wardens should assist Building Management in accounting for all employees.
8. If anyone has been injured, designated emergency personnel should assist where possible and follow the Medical Emergency Procedures outlined in this Handbook.
9. If any portion of your offices or surrounding building areas has been damaged, please notify Building Management immediately.

EXPLOSIONS

If an explosion occurs, please adhere to the following procedures:

1. **IMMEDIATELY** report the explosion to the Management Office at 303-758-3131. Remain calm and provide the following information:
 - Your name, location (building and suite number) and phone number.
 - Your company names.
 - Exact location of explosion.
 - Cause (if known) of explosion.
 - Extent of casualties, and number and type of injuries.
 - Whether explosion caused fire and if so, location of fire.
2. Evacuate all persons from the area if necessary.

The Management Office will immediately contact the Fire and Police Departments and will dispatch emergency personnel to the scene.

NATURAL GAS EMERGENCY

Please adhere to the following if a natural gas odor is present in the building:

1. Leave the area immediately.
2. Do not stop to turn anything on or off, do not open or close anything. Have all smoking cease immediately and evacuate out and away from the building as quickly as possible.
3. From a safe area, notify the West Metro Fire by dialing 911.
4. Contact Xcel Energy at 1-800-481-4700 and notify them of the situation.
5. Contact the Building Management at 303-758-3131;
6. Contact the Building Engineer at: 720-545-9816 to have the odor investigated.
7. The individual who discovered the gas leak should identify him/herself to the Fire Department once they are outside the building.
8. Under no circumstances is anyone to return to the building for any reason until the “all clear” is given by the Fire Department.

ELEVATOR EMERGENCY

1. In the event of an elevator malfunction, it is possible that you may be detained in the elevator. While this is unlikely, it is important to be prepared for such an occurrence.
2. If you are trapped in the elevator during business hours, push the “*Emergency Alarm*” button inside the elevator, located on the panel to the right of the door. Push this button ONCE to alert building the elevator answering service.
3. Telephone communication is located in the elevator; inside the panel box below the elevator buttons and is labeled “PHONE.”
4. Instructions on Use of Elevator Phone

- Push “Emergency Alarm” button once
 - A dial tone will be heard
 - A red light indicates the elevator Service Company is being called
 - The elevator service company operator will respond to you
 - Two-way voice communication is now possible
 - ***Do not push the button a second time unless you become disconnected***
 - Inform the service company operator of your location
5. Do not try to force open the elevator doors.
 6. Unless you are specifically instructed to do so by emergency personnel, never attempt to leave the elevator if it is stopped between floors.
 7. Relax and stay calm until help arrives. Please allow approximately one-half hour from the time of your call for help to arrive at your location.

ELEVATOR EMERGENCIES REQUIRING FIRE DEPARTMENT ASSISTANCE

During an elevator emergency, 911 should only be called if the person(s) inside is/are trapped, as defined by the West Metro Fire. A situation involving one or more of the following would warrant a call to 911:

- The ability to communicate with the person(s) is lost
- The person(s) request that 911 be called
- There is a medical emergency (panic included)
- There is an environmental emergency (fire, chemical, bomb threat, etc.)
- A wall has to be breached or person(s) must be removed by any means other than under their own power and via the normal passenger exit door.
- Personnel from Building Management, Engineering, Security, etc., deem it necessary to call 911
- The responding elevator company or mechanic deems it necessary to call 911
- Due to weather or other conditions (e.g. mechanic responding from home), the response time will be longer than thirty (30) minutes

MEDICAL EMERGENCIES

Should a medical emergency situation develop which requires immediate intervention by trained personnel, proceed as follows:

1. Call 911. Reassure the injured person that help is on the way. Remain calm and provide the following information:
 - Nature of medical emergency.
 - Building name and address
 - Exact location and name of sick or injured person.

NOTE: Do not hang up until the emergency operator does so.

2. Direct any on-lookers away from the area of the injured person. Clear the area of any

objects that might impede the rescue or interfere with emergency personnel.

3. Remain with the victim. **DO NOT** move the victim unless there is immediate danger of further injury. Keep the victim comfortable and warm.
4. Designate a responsible person to do the following:
 - Wait at the building's main entrance for medical personnel. When they arrive, direct them to the injured person.
 - Whenever possible, have an elevator standing for the rescue team.

NOTE: CPR training and first aid courses are available through your local American Red Cross and are sometimes offered through the Management Office. All occupants are encouraged to participate.

ACTIVE SHOOTER

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

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

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation

1. Be aware of your environment and any possible dangers
2. Take note of the two nearest exits in any facility you visit
3. If you are in an office, stay there and secure the door
4. If you are in a hallway, get into a room and secure the door
5. As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

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

1. Evacuate
 - a. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - i. Have an escape route and plan in mind
 - ii. Evacuate regardless of whether others agree to follow
 - iii. Leave your belongings behind
 - iv. Help others escape, if possible
 - v. Prevent individuals from entering an area where the active shooter may be

- vi. Keep your hands visible
 - vii. Follow the instructions of any police officers
 - viii. Do not attempt to move wounded people
 - ix. Call 911 when you are safe
2. Hide out
- a. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
 - b. Your hiding place should:
 - i. Be out of the active shooter's view
 - ii. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - iii. Not trap you or restrict your options for movement
 - c. To prevent an active shooter from entering your hiding place:
 - i. Lock the door
 - ii. Blockade the door with heavy furniture
 - d. If the active shooter is nearby:
 - i. Lock the door
 - ii. Silence your cell phone and/or pager
 - iii. Turn off any source of noise (i.e., radios, televisions)
 - iv. Hide behind large items (i.e., cabinets, desks)
 - v. Remain quiet
 - e. If evacuation and hiding out are not possible:
 - i. Remain calm
 - ii. Dial 911, if possible, to alert police to the active shooter's location
 - iii. If you cannot speak, leave the line open and allow the dispatcher to listen
3. Take action against the active shooter
- a. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - i. Acting as aggressively as possible against him/her
 - ii. Throwing items and improvising weapons
 - iii. Yelling
 - iv. Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

1. Officers usually arrive in teams of four (4)
2. Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
3. Officers may be armed with rifles, shotguns, handguns
4. Officers may use pepper spray or tear gas to control the situation
5. Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

1. Remain calm, and follow officers' instructions
2. Put down any items in your hands (i.e., bags, jackets)
3. Immediately raise hands and spread fingers
4. Keep hands visible at all times
5. Avoid making quick movements toward officers such as holding on to them for safety
6. Avoid pointing, screaming and/or yelling

7. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

1. Location of the active shooter
2. Number of shooters, if more than one
3. Physical description of shooter/s
4. Number and type of weapons held by the shooter/s
5. Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

Components of an Emergency Action Plan (EAP):

Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders. An effective EAP includes:

1. A preferred method for reporting fires and other emergencies
2. An evacuation policy and procedure
3. Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
4. Contact information for, and responsibilities of individuals to be contacted under the EAP
5. Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
6. An emergency notification system to alert various parties of an emergency including:
 - a. Individuals at remote locations within premises
 - b. Local law enforcement
 - c. Local area hospitals

Components of Training Exercises:

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

1. Recognizing the sound of gunshots
2. Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
 - a. Evacuating the area
 - b. Hiding out
 - c. Acting against the shooter as a last resort
3. Calling 911
4. Reacting when law enforcement arrives
5. Adopting the survival mind set during times of crisis

Additional Ways to Prepare for and Prevent an Active Shooter Situation:

1. Preparedness
 - a. Ensure that your facility has at least two evacuation routes
 - b. Post evacuation routes in conspicuous locations throughout your facility
 - c. Include local law enforcement and first responders during training exercises
 - d. Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location
2. Prevention
 - a. Foster a respectful workplace
 - b. Be aware of indications of workplace violence and take remedial actions accordingly.

PREPARING FOR AND MANAGING AN ACTIVE SHOOTER SITUATION

Your human resources department and facility managers should engage in planning for emergency situations, including an active shooter scenario. Planning for emergency situations will help to mitigate the likelihood of an incident by establishing the mechanisms described below.

Human Resources' Responsibilities

1. Conduct effective employee screening and background checks
2. Create a system for reporting signs of potentially violent behavior
3. Make counseling services available to employees
4. Develop an EAP which includes policies and procedures for dealing with an active shooter situation, as well as after action planning.

Facility Manager Responsibilities

1. Institute access controls (i.e., keys, security system pass codes)
2. Distribute critical items to appropriate managers / employees, including:
 - a. Floor plans
 - b. Keys
 - c. Facility personnel lists and telephone numbers
3. Coordinate with the facility's security department to ensure the physical security of the location
4. Assemble crisis kits containing:
 - a. Radios
 - b. floor plans
 - c. staff roster, and staff emergency contact numbers
 - d. first aid kits
 - e. flashlights
5. Place removable floor plans near entrances and exits for emergency responders
6. Activate the emergency notification system when an emergency situation occurs

Reactions of Managers During an Active Shooter Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their EAP, and be prepared to:

1. Take immediate action
2. Remain calm
3. Lock and barricade doors
4. Evacuate staff and customers via a preplanned evacuation route to a safe area

Assisting Individuals with Special Needs and/or Disabilities

1. Ensure that EAPs, evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities
2. Your building should be handicap-accessible, in compliance with ADA requirements.

RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

Indicators of Potential Violence by an Employee

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

1. Increased use of alcohol and/or illegal drugs
2. Unexplained increase in absenteeism; vague physical complaints
3. Noticeable decrease in attention to appearance and hygiene
4. Depression / withdrawal
5. Resistance and overreaction to changes in policy and procedures
6. Repeated violations of company policies
7. Increased severe mood swings
8. Noticeably unstable, emotional responses
9. Explosive outbursts of anger or rage without provocation
10. Suicidal; comments about “putting things in order”
11. Behavior which is suspect of paranoia, (“everybody is against me”)
12. Increasingly talks of problems at home
13. Escalation of domestic problems into the workplace; talk of severe financial problems
14. Talk of previous incidents of violence
15. Empathy with individuals committing violence
16. Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

1. An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
2. Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
3. Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
4. Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

LESSONS LEARNED

To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after-action report. The analysis and reporting contained in this report is useful for:

1. Serving as documentation for response activities
2. Identifying successes and failures that occurred during the event• Providing an analysis of the effectiveness of the existing EAP
3. Describing and defining a plan for making improvements to the EAP

BOMB THREATS

Bomb threats should always be taken seriously. Do not assume that a bomb threat is a prank call or that they are only made to the Management Office. Anyone can receive a bomb threat and all building occupants should be prepared.

TELEPHONE BOMB THREATS

1. The person receiving the call should try to get as much information as possible from the caller and should **WRITE OUT THE MESSAGE EXACTLY AS RECEIVED FROM THE CALLER.**
2. **LISTEN CAREFULLY.** You may be able to help authorities identify the caller, his location, or the location of the explosive by his comments, vocal characteristics and any background noise.
3. Keep the caller on the phone for as long as possible. Ask the caller to repeat the message.
4. Obtain as much information from the caller as possible such as location of bomb, time of detonation, appearance of bomb, and callers' reason for planting the bomb (please see the **Bomb Threat Questionnaire** found at the end of this handbook).
5. Remind the caller that the building is occupied and that the bomb might cause the deaths of innocent people.
6. Once the caller has hung up, immediately contact 911 and provide the following information:
 - Your name
 - Your location (building and suite number)
 - Your phone numbers
 - Name of any other person who heard the threat
 - Name of any employee threatened by the caller and his/her work location
 - Time the bomb is to detonate if known
 - Location and description of the bomb if known
 - Any reason given for planting the bomb

- Any other information received from the bomb threat perpetrator
7. Complete the Bomb Threat Questionnaire and provide it to management personnel as soon as possible after the call was received.

WRITTEN BOMB THREATS

Upon receipt of a written bomb threat:

1. Immediately notify the Management Office.
2. Do not destroy the note.
3. Do not let others handle the note.
4. Turn the note over to building management or emergency personnel.

PERSONAL RECEIPT OF BOMB THREATS

When a bomb threat is directed to a specific individual, he/she should immediately search his/her own workstation or office for unidentifiable or suspicious items. Please remember the following:

- Look for anything out of the ordinary or out of place.
- Look high and low – not just at eye level.
- Methodically search from one end of your work area to the other.

SEARCHING YOUR SUITE FOR A SUSPECTED BOMB

Once a telephone or written bomb threat has been reported to the Management Office, occupants should search their suites for any suspicious packages. Following are some search guidelines:

- Do not rely on random searches in logical places.
- Explosives are concealed most easily in areas that have the easiest access
- Be aware of out of the ordinary articles that are foreign to the area.
- The bomb is likely to be packaged in a common container such as a shoebox, cigar box, book, grocery bag, athletic bag, airline bag, suitcase or briefcase.
- Anything that does not belong, such as a book in the restroom, should be considered a suspicious object.
- When searching individual rooms/offices, start at the outside walls and move towards the center of the room.

NOTE: If a suspicious object is found, **DO NOT TOUCH IT**. Report the finding immediately to your designated emergency personnel and to building management.

BOMB THREATS (CONTINUED)

SUSPICIOUS PACKAGES

Upon the delivery of all packages always be aware and:

- Do not accept the contents of any container as bona fide simply because it was delivered in a routine manner.
- Do not assume that container marking and/or appearance is some evidence of its content, identification or legitimacy.
- Be aware of packages with incorrect titles or those marked “Confidential” or “Personal”.
- Do not open any suspicious package. Do not cut any cord, rope or wire on a suspicious package.

Be aware of the following signs that a package may include a bomb:

- Excessive postage
- No return addresses
- Excessive weight
- Incorrect titles
- Restrictive markings (such as “Confidential” or “Personal”)
- Oily stains or discoloration

UPON RECEIPT OF A SUSPICIOUS PACKAGE

1. Do not allow anyone to handle the package.
2. Immediately call the Management Office.

SUSPECTED BOMB SAFETY PRECAUTIONS

The following safety precautions will acquaint all occupants with the dangers inherent in a bomb threat, bomb search, discovery and handling of all suspected bombs, or if you have any other reason to suspect a bomb is in the building.

While some of the precautions may seem elementary, do not dismiss them as unimportant. Adequate knowledge of these precautions may save your life as well as the lives of other persons working in or visiting the building.

1. If it is suspected that a bomb is in the building:
 - Do not use radio equipment to transmit messages.
 - Do not change lighting conditions.
 - Remove all flammables.
2. Call 911. Open phone lines are essential to effectively controlling the emergency.

SUSPECTED BOMB SAFETY PRECAUTIONS (continued)

3. If a suspected bomb is identified:
 - Do not touch it.
 - Do not attempt to move or carry it.
 - Remove all flammable from the area.
 - Call 911
4. During a bomb threat emergency, cooperate with all fire department instructions, including building evacuation.

EVACUATION

In the event of an emergency, it may become necessary to evacuate the office building. Please review and be completely familiar with the Evacuation Plan established for this Building for the established evacuation route for disabled individuals. All Fire Wardens as well as general personnel should be completely familiar with the following evacuation procedures.

- In an emergency situation, wait until Building Management or designated Fire Warden(s) indicated that it is safe and appropriate to evacuate the building.
- If you are directed to evacuate, closely follow the instructions of all Floor Response Team personnel including Floor and Alternate Wardens.
- Do not exit via the elevators.
- Exit via stairwells only after a Stairwell Monitor has deemed it safe to do so.
- Familiarize yourself with the location of all stairwell exits; in the event a stairwell is blocked, proceed to an alternate stairwell.
- Use safe stairwell exit procedures including:
 - Remain calm and quiet.
 - Remove high heeled shoes.
 - Exit in a single file and keep to the right using hand rails.
 - Move quickly, but do not run.
 - Assist those who may have trouble on the stairs or who have been injured.
 - Treat injuries on stairwell landings only and only when safe to do so.
 - Do not bring food or drink with you.

EVACUATING THE INJURED

If you are alone with an injured person who is unable to leave the area unassisted, you may find that a “blanket drag” will provide you with the means to remove the person from the hazardous area. The “drag”

can also be accomplished with a coat. If you are unable to carry the person, the “blanket drag” may be your only means of moving the person out of danger.

To get the person onto the blanket, turn the person on his/her side and roll the blanket up, lengthwise, so that when you roll them over to the other side, you can open the blanket. Grasp the corners nearest the head of the injured and pull the person out of the area.

EMERGENCY EVACUATION ASSEMBLY AREAS

Please review the Evacuation Plan for instructions on evacuation assembly areas. In the event of a building emergency, tenants are encouraged to exit through the nearest stairwell door and should utilize the stairs to exit the building. All persons should evacuate the building through one of the stairwells exits and proceed to the assembly point on the corner of the property on which the Building is located, per the evacuation and holding plans provided to each tenant. With a full building evacuation, a representative from each tenant shall be responsible to report to building management that all people are accounted for.

HVAC RECALL

All HVAC shuts off with any alarm device activated.

ELEVATOR RECALL

The building’s elevator is equipped with elevator recall. Elevator emergency controls are activated in the event of a building alarm. Upon receiving an alarm, all elevators will return to the ground floor and discharge all passengers. The elevator doors will then remain open for use by the West Metro Fire.

However, if there is a fire in the electrical room and the elevator wires are affected, elevators will become inoperable. If you hear a fire alarm go off, DO NOT use the elevators. If you are in an elevator and an alarm goes off get out of the elevator immediately, if possible.

CIVIL DISTURBANCES

Although riots and civil disturbances are rare, there is still a need for a planned course of action in the event a civil disturbance erupts. Should a disturbance start outside the building, the Management Office will:

- Secure all building entrances.
- Notify the police.
- Notify the tenants.
- Prevent access to all suites.

In the event that a civil disturbance initiates inside the building:

- Make sure all occupants are in your office and lock your suite doors including the main

entrance. Assign a responsible individual to stand by the entrance door with a key allowing authorized personnel only to enter and leave.

- Immediately notify 911 and the Management Office and provide the following information:
 - Exact location of the disturbance, demonstrators and/or rioters
 - Approximate number of demonstrators or rioters
 - Your name, company name and call back number

POWER FAILURE

In the event of a power failure West Point is equipped with emergency systems which will provide power for emergency lighting, selected elevator service, life and safety security systems and water.

If you experience loss of power in your suite, immediately contact the Management Office. An engineer will be dispatched to assist in restoring power, if the entire building is affected, the Electric Utility Company will be contacted for assistance and building personnel will keep all tenants advised.

If the power failure occurs during daylight hours, open the blinds to utilize available sunlight. This should be avoided, however, in emergency situations where procedures call for closed blinds.

Following is a list of items that all tenants should keep on hand in case an emergency of any kind causes the loss of power:

- ❑ **Emergency Lighting** – flashlights, flares, light sticks.
- ❑ **Batteries** – keep a fresh supply
- ❑ **Blankets** – lightweight fire and shock retardant emergency blankets.
- ❑ **Radios** – portable transistor radios with extra batteries and two-way radios

FIRE WARDEN TEAM FORM

West Point

Fire Wardens- (1) per 20 employees

SINGLE-TENANT FLOORS

Tenant: _____ Suite #: _____

Phone#: _____

Fire Warden #1: _____

Cell #: _____

Fire Warden #2: _____

Cell #: _____

Fire Warden #3: _____

Cell #: _____

Fire Warden #4: _____

Cell #: _____

Fire Warden #5: _____

Cell #: _____

Fire Warden #6: _____

Cell #: _____

Assistant to Physically Impaired #1: _____

Cell #: _____

Assistant to Physically Impaired #2: _____

Cell #: _____

Assistant to Physically Impaired #3: _____

Cell #: _____

Note: For your safety and the safety of all building tenants, please keep your Floor Response Team list updated.

FIRE WARDEN TEAM FORM

West Point

Fire Wardens- (1) per 20 employees

MULTI-TENANT FLOORS

Tenant: _____ Suite #: _____

Phone#: _____

Fire Warden #1: _____

Cell #: _____

Fire Warden #2: _____

Cell #: _____

Fire Warden #3: _____

Cell #: _____

Fire Warden #4: _____

Cell #: _____

Fire Warden #5: _____

Cell #: _____

Fire Warden #6: _____

Cell #: _____

Assistant to Physically Impaired #1: _____

Cell #: _____

Assistant to Physically Impaired #2: _____

Cell #: _____

Assistant to Physically Impaired #3: _____

Cell #: _____

Note: For your safety and the safety of all building tenants, please keep your Floor Response Team list updated.

PHYSICALLY IMPAIRED INDIVIDUALS

West Point

Please provide the following information regarding individuals in your office who will require special assistance in case of an emergency.

Tenant Company Name _____

<u>Suite #</u>	<u>Individual</u>	<u>Assigned Assistants</u>	<u>Cell Phone #</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

BUILDING EMERGENCY PROCEDURES ACKNOWLEDGEMENT FORM

Each tenant is required by law to observe and cooperate with West Point Building Procedures and to enforce occupant participation in all related training and drills. It is tenant's responsibility to review the Emergency Procedures with all employees and to ensure that the handbook is available for immediate reference in the event of an emergency.

By signing this form, tenant acknowledges the receipt of West Point Office Building Emergency Handbook; acknowledges that the information provided is clear; and acknowledges the responsibility to share the contents of the handbook with tenant's entire staff and any new employees that join the company.

Tenant Company Name _____

Authorized Individual

Authorized Signature

Date

Please return this form to Building Management within 30 days of tenancy. Retain one copy for your records.

BOMB THREAT CHECKLIST

West Point

CALL 911 IMMEDIATELY: (If possible, have someone else call 911 during the call.) After calling 911, immediately contact the Building Management Office at 303-758-3131.

All employees, especially those answering phones, should keep a copy of this checklist on their desk or near their phone at all times in the event a bomb threat is received.

Tenant Company Name: _____
Name of Person Taking Call: _____ Title: _____
Date: _____ Phone number call came in on: _____
Time call was received: _____

IF POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What will cause the bomb to explode? _____
4. Did you place the bomb? _____
5. Why did you place the bomb? _____
6. Sex of caller: _____
7. Approximate length of call: _____

PLEASE CHECK THE ADJECTIVES THAT APPLY TO THE SOUND OF THE CALLER'S VOICE:

- Calm
- Laughing
- Lisp
- Disguised
- Angry
- Crying
- Raspy
- Accent
- Excited
- Normal
- Deep
- Familiar (if so, who did it sound like?) _____
- Slow
- Cracking Voice
- Slurred Voice

BOMB THREAT CHECKLIST (continued)

- Loud
- Nasal
- Rapid
- Clearing Throat

- Stutter
- Deep Breathing
- Soft

Describe Threat Language:

- Well spoken
- Educated
- Foul
- Irrational
- Incoherent Taped

Describe Any Background Sounds Heard:

- Street Noises
- Crockery
- Voices
- PA System
- Static
- House Noises
- Motor
- Factory or Machinery
- Local
- Long Distance
- Telephone Booth
- Clear
- Cell Phone
- Music
- Animals
- Office
- Other

REMARKS: