

WESTBORO EXECUTIVE PARK

EMERGENCY PROCEDURES

The purpose of this manual is to provide tenants of Westboro Office Park and their employees with reference information and a checklist of procedures on what to do, who to contact, and what to expect in the event of an emergency.

EMERGENCY PROCEDURES

The following categories are included in this section:

- Emergency Phone Numbers
- Building Alarm Procedures
- Assigned Responsibilities
- Evacuation Procedure
- Fire Procedure
- Accident or Illness
- Hurricane Procedures
- Tornado Procedures
- Bomb Threat
- Elevator Interruption

EMERGENCY PHONE

In the event of an emergency call the Management Office **IMMEDIATELY!** Building personnel will then notify the proper authorities.

- Police: 911
(508) 898-2746
- Management Office: (508) 366-0800

The following is what takes place when the building goes into Alarm.

BUILDING ALARM PROCEDURES

1. The entire building is warned that the alarm has been activated by beeping tones, which can be heard over the red fire speakers, which are located in each tenant's space and in the elevator lobbies.
2. Everyone who has seen the flashing lights and heard the evacuation signal should exit their office space in an orderly fashion via the stairways and evacuate the building.

DO NOT USE THE ELEVATORS.

3. Should the alarm be verified as false, the Fire Department would announce when it is "all clear." Please do not re-enter the building until the Fire Department's approval.
4. During an alarm condition, the building's public address system may be used to keep tenants aware of circumstances surrounding the alarm condition.

Please do not call the Management Office for fact-finding information, as all information will be provided through your Floor Captains or Area Leaders.

Each tenant should designate a **FLOOR CAPTAIN** to supervise activity within your office in the event of an emergency, and be responsible for all assigned personnel.

ASSIGNED RESPONSIBILITIES

Assigned Responsibilities

An **AREA LEADER** should be designated to coordinate emergency procedures within a particular office area. The number of Area Leaders should correspond to the number of occupants within your office.

ALTERNATES should also be designated for each Floor Captain and Area Leader.

FLOOR CAPTAIN AND AREA LEADER RESPONSIBILITIES:

1. Make note of all disabled persons on the floor or within your office area (including those temporarily disabled, as with a bone fracture, etc.). Assign people who are capable of evacuating to assist disabled personnel and pregnant women who may not be able to evacuate the building via the stairwells.
2. Be sure that all employees are aware of the following:
 - Locations of emergency stairwells
 - Locations of fire extinguishers
 - Locations of fire alarm pull stations
 - Never to use the elevators during an alarm
3. Plan ahead by selecting a place outside the building to use as a meeting place in case of an evacuation. Be sure all personnel know where they should meet in such a case. This way you can be sure all your employees have evacuated your space.
4. Report all employees unaccounted for to the proper authorities.
5. You should move any handicapped personnel to the elevator lobby area. After all Area Leaders have centralized the handicapped, await further instructions from the emergency personnel or building staff.
6. The Floor Captain and Area Leader(s) should exit the building after they have made sure that their space has been completely evacuated and all doors in the office space have been closed.

EVACUATION PROCEDURES

It is the responsibility of all employees to know who their Floor Captain and Area Leader are, as well as their Alternates. They should also be familiar with their respective evacuation plans.

In the event of an Emergency Building Evacuation:

Remain calm.

Follow the instructions of your Floor Captain and Area Leader or Alternate.

Close the door of your office as you leave. Do not return for any personal items.

Make note of the location of all handicapped employees. The method of evacuation of handicapped employees will be determined by the individual Floor Captains and Area Leaders.

Form an evacuation line - two abreast.
Be prepared to merge with other people evacuating the building.

Use enclosed stairwell for evacuation. Stay to the right so that incoming emergency personnel can utilize the stairwell. Use the handrails.

Do not use the elevators.

Keep talking to a minimum.

Once outside the building, assemble at your designated meeting place.

Do not return to the office until the "**ALL CLEAR**" announcement is made by either the Fire Department or Building Management.

PARTIAL EVACUATION

It is the responsibility of all employees to know who their Floor Captain and Area Leader are, as well as their Alternates. They should also be familiar with their respective evacuation plans.

In the event of an Emergency Building Partial Evacuation:

Remain calm.

Follow the instructions of your Floor Captain and Area Leader or Alternate.

Close the door of your office as you leave. Do not return for any personal items.

Make note of the location of all handicapped employees. The method of evacuation of handicapped employees will be determined by the individual Floor Captains and Area Leaders.

Form an evacuation line - two abreast.
Be prepared to merge with other people evacuating the building.

Use enclosed stairwell for evacuation. Stay to the right so that incoming emergency personnel can utilize the stairwell. Use the handrails.

Do not use the elevators.

Keep talking to a minimum.

Once outside the building, assemble at your designated meeting place.

Do not return to the office until the "**ALL CLEAR**" announcement is made by either the Fire Department or Building Management.

RELOCATION

In the event of a disaster that Tenants need to evacuate the entire building and they have to remain in the Town of Westborough, the Fire Chief will assume control of the emergency situation. If it is determined that the Tenants need to be relocated to another location, the Town of Westborough Emergency Preparedness Committee will provide bus transportation to the designated location. There are two locations in the Town of Westborough: The Senior Center and the High School.

One Site Management Staff will assist the Emergency Preparedness Committee with notifying the Tenants at Westboro Executive Park.

SHELTER IN PLACE

In the event of an emergency where it is not feasible to leave the building, tenants will be asked to remain in their suites. Tenants will be asked to stay in the center of their suite and remain away from the windows.

Fire Wardens will be asked to assist in safely and calmly communicating this information to their employees.

Partial Building Shelter in Place

In the event of a partial evacuation of the building, the floor(s) will be identified and tenants occupying the floor(s) will be requested to evacuate. The tenants will be notified to the designated shelter in place location.

Fire Wardens will be asked to assist in safely and calmly communicating this information to their employees

FIRE PROCEDURES

Fire Procedures

Upon discovery of a fire *please take the following action:*

- Remain Calm.
- Activate the nearest Alarm Pull Station.
- Call the Fire Department (911).
- Call Management Office (508) 366-0800
 - Give your floor, location and company name
 - Give details of the fire emergency
- After you have notified the Management Office, notify the following:
 - Your designated Floor Captain
 - Your Floor Leader
 - Your Alternate
- Do not attempt to fight the fire.
- If an evacuation is necessary follow the accompanying **EVACUATION PROCEDURES** and listen for instructions over the public address system.
- Use enclosed stairwells only; do not use elevators.
- If caught in heavy smoke, take short breaths, breathe through your nose, and crawl to the exit. The air is clearer near the floor.
- Check doors for heat before opening them, especially if you smell smoke. If the door handle is **HOT**, do not open the door.
- If your clothes catch fire: **STOP, DROP & ROLL!** This will put out the fire.
- Do not rush into corridors or stairwells, especially if you smell smoke.
- Close all doors behind you, especially the emergency stairwell doors.

Fire Procedures Smoke Detectors

The operation of any smoke/heat detector, sprinkler water-flow device or manual fire alarm station will automatically:

1. Notify the Fire Department.
2. Capture all elevators and return them to the lobby.
3. Sound the alert signal throughout the building.
4. Open the floor smoke exhaust damper and shut down the air-handling units via a control relay.

The Fire Department

- The Fire Department is notified.
- The building fire alarm will sound. Once the fire is confirmed, a general alert signal will be sounded indicating immediate evacuation.
- Professional help is on the way.
- If there is an actual fire and it is impossible to move past the fire floor - move up two floors using stairwells and wait for further instructions.

Building Design Features:

Fire Control Panel

This is the fire alarm enunciator which controls all alarm pull stations, sprinkler-flow alarms, stairwell telephones, building intercom, smoke/heat detectors, and emergency signals to the Fire Department. The fire control panel is located on the first floor behind the elevators.

Alarm Pull Stations

Alarm pull stations are available on each floor. There is an alarm pull station located near each of the emergency stairwells.

Sprinkler System

Each floor is equipped with ceiling-mounted sprinkler heads. When activated, alarms are automatically sounded while simultaneously dispatching the Fire Department.

Stairwell Phone Jacks

Phones are connected to these jacks located in the emergency stairwells and are to be used by building or fire personnel involved in an emergency or evacuation situation. Once these phones are

hooked into the jacks, direct communication is possible with the Fire Control Panel.

Smoke/Heat Detectors

Smoke/heat detectors are located in various areas of each floor of the building. These sensors make it possible to detect combustible vapors, smoke or fire.

Emergency Lighting

In the event of the loss of electrical power to the building, a complete system of emergency lighting is provided to all floors throughout the building and each stairwell.

Fire Extinguishers

Fire extinguishers are located beside each emergency stairwell exit on each floor for the purpose of putting out small fires to prevent them from becoming more serious in nature. Please use sound judgment in deciding whether or not the situation can be safely eliminated by the use of a fire extinguisher. A smoking or burning appliance should be immediately unplugged.

In the event an accident or illness of an employee or visitor

ACCIDENT OR ILLNESS

takes place in your office area *please take the following action:*

- Call 911 **FIRST**.
- Give the 911 Operator the following information:
 - a. Company name and building address.
 - b. Floor location of accident or illness.
 - c. Type of injury, illness or symptoms.
- Do not move the injured or ill person. Try to make them comfortable.
- Call the Management Office (508) 366-0800 and give the details of the problem.
- If possible, have someone meet the emergency units at the elevator on your floor.

RESPONSE:

- Emergency units will be dispatched as a result of your call to 911.
- Building Management will notify building staff by radio to help.
- Fire Rescue Squad and/or ambulance will be with you shortly and administer medical assistance or take the ill or injured person to the hospital.

The weather bureau, in most cases, informs the public well enough

HURRICANE PROCEDURES

in advance of an approaching hurricane so that proper preparation may be taken.

In the event of a hurricane please take the following precautionary measures:

- Move all valuables from perimeter offices to inside areas.
- If you have blinds, draw them closed.
- Close all doors to perimeter offices.

The building will be officially closed and services will be shut down when the hurricane is predicted to arrive in the Boston area.

All elevators will be parked at the Lobby level when the building is closed.

The building will be cleared of all tenants and personnel, as noted in Rules and Regulations on your lease.

The building will not be reopened until the Building Manager deems the building safe and all utilities restored.

TORNADO PROCEDURES

By definition: a *Tornado Warning* is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Wind will be 75 MPH or greater.

A Public warning will come over radio or TV. Building Management will also make an announcement over the building's public address system. **Please take the following action:**

- Get away from perimeter of the building and exterior glass.
- If you have an office that is located on an exterior wall, leave the office and close the door.
- Go to the central corridor of the building.
- Sit down in corridor and protect yourself by putting head as close to your lap as possible or kneel protecting your head.

If you are in transit in the building:

- Go to enclosed stairwell for shelter.
- Do not go to the first floor lobby or outside the building.

If you are caught in an outside office:

- Seek protection under a desk.

You will be given further instruction over the building public address system. Building emergency personnel will arrive with help as soon as possible.

BOMB THREAT

In the event a bomb threat is received *please take the following action:*

- If the bomb threat is called in, keep the caller on the line and follow the procedures outlined in the Bomb Threat Telephone Operator's Checklist (attached).
- Immediately call the Management Office at (508) 366-0800.
 - a. State "I have received a bomb threat".
 - b. Give your company name.
 - c. Give your floor location.
 - d. Give name of person receiving call.
- After you have notified The Management Office, notify the following:
 - a. Your designated Floor Captain.
 - b. Your Floor Leader.
 - c. Your Alternate.
- Commence a search of your area to determine if any strange objects are present. **DO NOT TOUCH SUSPICIOUS OBJECTS IF FOUND.**
- Report to building personnel on the scene the results of your search or report results to the Management Office.
- Attached is a guide on handling a bomb threat call and information to record and have available for authorities.

RESPONSE:

- The Building Manager notifies police.
- Building search is made by Building Management Personnel.
- Police or Bomb Squad contacts and questions the person who received the bomb threat.

Bomb Threat

- A building evacuation may take place. Refer to the **EVACUATION PROCEDURE** for proper action.
- In case of evacuation, your Floor Captain, Area Leader or other authorized persons must remain nearby the building so the Police may contact them.
- In the event of an evacuation, turn off all familiar office equipment.
- An "**ALL CLEAR**" announcement will be given by Building Management once the building has been deemed safe to re-enter.
- If a full building evacuation is not necessary, move up two floors or down two floors away from the troubled floor.

Bomb Threat Checklist

If you receive a bomb threat call, **REMAIN CALM.**

Have a pre-arranged signal to alert your manager or supervisory personnel to listen to the call and, if possible, to record the call. Advise the caller, if you can, that the detonation of the bomb may kill or injure innocent people. Obtain as much of the information as possible.

ASK THE FOLLOWING QUESTIONS:

1. Where is the bomb?
2. What time is it set to go off?
3. What kind of bomb is it? If dynamite, how many sticks?
4. Method of activation: Mechanical, Movement of Clock, Chemical Action, etc.
5. What kind of package or box?
6. Method of deactivation?
7. What is your name, address, and telephone number?
8. Is the call a hoax or legitimate? (Circle one).
9. How old are you?
10. Why did you set the bomb?
11. Judge The Voice:
Man _____ Woman _____ Child _____
Age _____ Drinking? _____ Other _____
12. Listen for any background noise: *Check if Heard*
 - People Talking
 - Cars or Trucks
 - Airplane
 - Children or Babies
 - Machine or Noise
 - Typing
 - Music
 - Other

ELEVATOR INTERRUPTION

ELEVATOR INTERRUPTION

The building's elevators are designed to stop at the slightest indication of an unsafe situation. Occasionally elevator service can be interrupted if the elevator control system senses a potential dangerous situation.

If the elevator service is interrupted while you are a passenger please take the following action:

- Open elevator telephone panel and lift handset.
- When security answers:
 - a. Give floor level if possible.
 - b. Give elevator number, which is located on the Certificate of Inspection.
- Do not try to force open an elevator door.
- Remain calm.
- Talk by telephone with Security.
- Answer the phone in the elevator if it rings.

RESPONSE:

- Security will secure assistance.
- Someone will be in touch with you by phone, speaker system, or from outside the elevator.
- Passengers will be assisted as soon as possible.