

# EMERGENCY PROCEDURES

Vestar Property  
Management

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E. Washington

E. WASHINGTON  
EMERGENCY PROCEDURE  
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## INTRODUCTION

East Washinton Place, Petaluma has been designed and constructed to meet or exceed applicable Building Code Requirements criteria for the safety of all tenants and their patrons. Nevertheless, certain situations may arise that require the prompt, efficient response, complete cooperation and swift action by the tenant occupants; first for their personal security and welfare and second, for the protection of the premises.

It is important to note that the Life Safety and Property Protection Systems that are currently in operation will only provide the designed warning benefit if people respond to them.

This handbook will provide a summary of the Life Safety and Property Protection Systems by identifying the detection, protection and communication elements for the shopping center, as well as the steps of action to take in the event of the specific situations.

Please take the time to familiarize yourself with this Life Safety and Property Protection Systems Handbook and if you have any question, please do not hesitate to contact your Property Manager for a more comprehensive discussion.

## GENERAL INFORMATION

All tenants should have an Emergency Exit Policy posted that identifies all emergency exits doors and traffic flow patterns.

In a life-threatening situation your survival may depend on your knowledge of what to do and how to react, following are some helpful tips

All parties should insure compliance with City building and fire inspection regulations.

A Crisis Control Preparation guide is located at the end of this document. It contains information to assist you in preparing a crisis control plan. It is recommended that Tenants conduct and evaluate drills to insure preparedness of all people and organizations involved in your business.

## BUILDING SYSTEMS

**Fire Detection Systems** Each building, Silent Night 5600 fire alarm panel with a wireless communicator. These panels monitor the building's sprinkler systems and/or any ansul system within them (this is also known as "dedicated function monitoring). The 110 building is a FireLite Addressable panel which is communicating through a wireless communicator. This panel also monitors the duct smoke detectors for the space. Fire alarm panels also act as central station communicators and are monitored off-site by Bay Alarm 24 hours a day, 7 days a week. Monitoring company contacts the local fire department as well as the Property Management Company when any alarm condition is reported and whenever otherwise appropriate.

The fire alarm panels monitor manual pull stations, smoke detectors, sprinkler water, and flow control valves within each building served.

**Fire Extinguishers** Tenants are to provide and maintain fire extinguishers in their premises as per local code. Fire extinguishers are to be located a maximum travel distance of 75 feet, except in kitchens which are designated to be 50 feet. It is the tenant's responsibility to conduct annual fire inspections to ensure extinguishers are compliant and ready for use.

# IN ALL EMERGENCIES FIRST DIAL 911

Then you may contact the following parties:

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## **Police**

Petaluma Police Department  
**Non-Emergency Patrol Response / Dispatch P: 707-778-437**  
969 Petaluma Blvd, N  
Petaluma, CA94952

Business Office  
P: 707-778-4469  
F: 707-656-4059  
8 AM to 5 PM Monday through Thursday

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## **Fire**

Petaluma Fire Department  
**Emergency: 9-1-1**  
**Non-Emergency: 707-778-4390**

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## **Utilities**

Pacific Gas & Electric  
**Emergency/Hazardous Conditions: P: 800-468-4743, Press 1**

City of Petaluma  
**Water/Sewer Emergencies:**  
**8a.m. – 5 p.m. 925-688-8000**

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## **Security**

Allied Universal  
**On Site Phone: 707-280-0501**

**The On Site Security phone number**

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### Property Management

Vestar Property Management 24-hour service center to assist with non life threatening emergencies after normal business hours. Please call the non-emergency line at 707-225-3521

During business hours you may contact our office at 925-246-9337

Chris Kinerson– VP of Property Management, Direct Line: 562-938-1722

Nicholle Jensen - Asst. Property Manager, Direct Line: 925-246-9337

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**TENANT EMERGENCY CONTACT SHEET**



# Tenant Contact Information

*(Please complete and return to Vestar Property Management . We request that you keep a fully updated contact form on file in the event of emergencies and to notify Vestar if there are any subsequent changes to the information on this form.)*

**Name of Business** \_\_\_\_\_  
 Premises Address/Suite No. \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_ Website \_\_\_\_\_  
 \_\_\_\_\_ President/Owner  
 \_\_\_\_\_ **Primary Tenant Contact**

**or Authorized Representative** \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Secondary Tenant Contact or Authorized Representative** \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_

*(The above email addresses will automatically be entered into our tenant database so that you can receive important updates from Vestar when applicable.)*

### TENANT EMERGENCY CONTACTS

**Name** \_\_\_\_\_ **Title** \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

**Name** \_\_\_\_\_ **Title** \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

### GENERAL INFORMATION

Do you have a UPS (Uninterruptible Power Source)? Yes \_\_\_ No \_\_\_  
 Is Premises alarmed? Yes \_\_\_ No \_\_\_ Alarm Co. Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Number of Employees: Full time \_\_\_\_\_ Part-time \_\_\_\_\_ Average number of daily visitors \_\_\_\_\_  
 Hours of Operation \_\_\_\_\_  
 Holiday closures \_\_\_\_\_  
 Flammable or toxic chemicals on-site \_\_\_\_\_  
 Maintenance/Cleaning Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

**Submitted by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Please complete and return to Vestar Property, 105 Crescent Drive, Pleasant Hill, CA 94523, remittance@vestar.com*

### Survival Guideline Tips

- Thoroughly review and understand the emergency procedures
- Know the route to the nearest exit
- Remain Calm
- Think before reacting
- Follow all emergency procedures immediately
- Open all doors carefully: in case of fire or smoke, a warm door should NEVER be opened
- Stay low in smoke filled areas
- If trapped, seek safety in a room with a window and close all doors to slow the spread of fire
- Seal cracks around doors and vent openings with wet towels, clothes or other materials
- Telephone 911
- Wait for rescue or instructions

### ***Searchers***

Tenants should designate a searcher for each area of their premises. They should be familiar with their entire premises and should preferably work in different areas.

1. When evacuation is imminent, or when instructed by the store manager, Searchers should begin to verify all occupants have left his/her area.
2. Searchers should close all doors as they search.
3. Upon completion of search, report to store manager that the area is clear.
4. Inspect weekly the doors, fire extinguisher, fire hose connections, aisles, etc., and report any problems to management. Common areas issues should be reported to building management.
5. Notify and assign alternates when you are going to be on an extended absence from the building.
6. Insure that all people under your jurisdiction are aware of the Emergency Procedure Plan and the responses expected of them.
7. Monitor handicapped people in area of responsibility and update building management of any changes.
8. Store managers are responsible for the orientation and training of Searchers and Aides as well as permanent or temporary replacements

### ***Handicapped Person Aides***

Aides should be selected on the basis of willingness and physical ability. They should be thoroughly familiar with the location of all handicapped people both permanent and temporary in their area, location of all stairwells, emergency exits and wheelchair obstructions in their areas. Handicapped Person Aides will be assigned only on a basis of need.

1. When the fire (or other type of emergency) alert occurs, evacuation is imminent, or when instructed by Management, report to assigned handicapped person.
2. When a fire or other type of emergency alert occurs or as directed by store management, escort or assist assigned handicapped person to designated exit or relocation area.
3. When all clear is given, provide assistance to handicapped persons to return to their work area.
4. Notify and assign alternates when you are going to be on extended absences from the building.
5. Notify management of the handicapped persons' names and locations for his reporting to management.
6. Store managers are responsible for the orientation and training of Searchers and Aides as well as permanent or temporary replacements

Since all store managers will be directing groups of people, they must stay in control at all times to prevent panic, pushing, running and excessive noise. They should also know and be able to locate all handicapped people in their store.

## FIRE OR EXPLOSION

### Safety Tips

- If there is smoke, keep low to the floor where the air is cleaner and cooler.
- Feel the door, if it is hot, DO NOT open it.
- Once you have left the area, close the door to contain the fire but DO NOT lock it.
- What happens when an alarm has sounded? When a fire detection device is activated, an audible alarm is initiated. The alarm monitoring company also receives an alarm and they will notify the Fire Department.
- The Fire Department will investigate the cause of the alarm; when they determine that the building is safe, the Fire Department will allow the building to be reoccupied.

### What to do if you observe a fire in progress:

STEP 1: If you discover a fire, ACTIVATE NEAREST FIRE ALARM STATION to call the County Fire Department and notify others of fire.

STEP 2: After pulling alarm, call 911 and report that a fire is at \_\_\_\_\_(give location of fire and store name).

STEP 3: After pulling the alarm, if the fire is small, the person at the scene may attempt to extinguish it with a fire extinguisher, but in no case should this person's safety or safety of others be jeopardized. (Training in the use of fire extinguisher is the responsibility of the tenants.)

STEP 4: Occupants must be directed from the fire area toward the nearest exit in an orderly manner. Instruct all people to walk, not run, and to be quiet and calm. Be alert to prevent crowding, running or panic. Make sure all handicapped people have received assistance. Remember, the Petaluma Fire Department will, upon arrival, take charge of the entire building in a fire emergency.

STEP 5: Close all doors as occupants exit the premises.

STEP 6: Once individuals are safely removed from the fire area, notify the security guard on duty and then notify property management.

STEP 7: Remain outside until the fire department announces to you that it is safe to reenter the building.

### **Fire Prevention Tips**

- Flammable or combustible supplies should be stored in metal cans or safety containers and kept away from electrical panels, water heaters, etc.
- Appliance cords should be kept in good repair.
- NEVER use water on electrical, oil or grease fires.
- All access to electrical rooms and/or panels, water & gas shut-offs and exit doors should remain unobstructed AT ALL TIMES.

## **BOMB THREATS**

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist provided on the next page.

### ***If a bomb threat is received by phone:***

1. Remain calm
2. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
3. Listen carefully. Be polite and show interest.
4. Try to keep the caller talking to learn more information.
5. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Complete the Bomb Threat Checklist, provided on the following page, immediately. Write down as much detail as you can remember. Try to get the exact words.
8. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS (Federal Protective Service Police) at 877-437-7411.

### ***If a bomb threat is received by handwritten note:***

1. Call 911
2. Handle the note as minimally as possible.

### ***If a bomb threat is received by email:***

1. Call 911
2. Do not delete the message.

### ***Signs of a suspicious package:***

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Restrictive Notes
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage

### ***Do Not:***

- Use 2-way radios or cellular phones; radio signals have the potential to detonate a bomb
- Touch or move a suspicious package
- Activate the fire alarm
- Evacuate the building until the police arrive and evaluate the threat.

## BOMB THREAT CHECKLIST

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is address?
9. What is your name? EXACT WORDING OF BOMB THREAT:

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_ Age: \_\_\_\_\_ Length of call: \_\_\_\_\_

Telephone number at which call is received: \_\_\_\_\_

Familiar (*If voice is familiar, who did it sound like?*)

BACKGROUND SOUNDS:

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BOMB THREAT LANGUAGE (circle applicable):

Well spoken (education) Incoherent Foul Message read by threat maker Taped

Irrational remarks:

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Your name:

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Your position:

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Your telephone number:

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## MEDICAL EMERGENCY

In the event that someone in your building should have a medical emergency, do the following:

CALL AN AMBULANCE – 911 and tell the emergency operator the nature of the call and advise that medical assistance is needed and give the following information:

- The name of the shopping center.
- The street address.
- The street intersection.
- Where the injured person is located within the center.
- The type of problem or injury.
- The individuals present condition.
- The sequence of events leading to the emergency.
- Medical history and personal doctors name, if known.
- The phone number of the shopping center.

The individual making the call should continue to stay on the phone with the dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be radioed to the responding aid unit.

Have a security officer or employee go to the store entrance, wait for the responding aid unit, and direct the aid unit to the location of the medical emergency.

Provide first aid medical attention by trained personnel as necessary while waiting for outside assistance. Shoppers should be kept clear of the incident area. A clear path must be available for the responding emergency medical team and their equipment to reach the site of the incident.

Local Area Hospitals include:

**Petaluma Vally Hospital**  
1425 N. McDowell Blvd, Petaluma  
P: 707-285-2143

**St. Joseph Health**  
400 North McDowell Blvd, Petaluma  
707-778-1111

**Kaiser Permanente Petaluma Medical Center**  
3900 Lakeville Hwy, Petaluma  
707-765-3900

## Aircraft

It is impossible to know if or when an aircraft will come in contact with a shopping center. It may be a forced landing in the parking lot, a crash into the building or parking lot, or fallen aircraft parts from a crash above. The first minutes of this catastrophe are crucial. Public emergency assistance will take some time to arrive. You need to follow a number of procedures until help arrives.

1. Determine the safest exit available and direct people away from the accident.
2. Take immediate appropriate action to ensure the safety of employees and shoppers. If the aircraft is outside, keep shoppers and employees at a safe distance from debris, and do not allow anyone to remain downwind of a burning plane.
3. Follow telephone notification procedures for fire, police, paramedics and center management.
4. Cooperate with evacuation, search and rescue, fire and other procedures as directed by the person(s) in charge of the responding agency, e.g., Petaluma Fire Department .

## Toxic Spill or Chemical Accident

Should someone become aware of an overturned truck, train or tanker, a broken fuel line, or an accident in a nearby industrial area (which uses dangerous chemicals that are potentially hazardous to the public), it may be necessary for emergency action. With or without notification of public emergency response team or Fire Department, it may be necessary for the Center to conduct emergency procedures.

The following procedures should be followed while awaiting further word from the authority having jurisdiction:

1. Close all windows and doors downwind of the accident.
2. Do not allow employees or shoppers to exit on downwind side of the chemical accident. Shut down any ventilating equipment downwind of the chemical accident.
3. Prepare to render medical assistance as necessary.
4. Contact the authority having jurisdiction to determine when it will be safe to:
  - a. Open the doors and windows downwind of the chemical accident.
  - b. Allow shoppers to use exits and entrances downwind of the chemical accident.
  - c. Allow shoppers to use their cars in the parking lot, if they are downwind of the chemical accident.

### Earthquake

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, management must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible scenario. The rules of safe behavior are as follows:

#### *During an earthquake*

1. Above all, when an earthquake happens, keep calm. Do not run or panic. Remain where you are and try to calm others.
2. If you are indoors, stay indoors. Everyone should be encouraged to take shelter under a desk, table, inside door frame or stairwell. Stay away from windows, outside doors, bookshelves and other things that can crack, fall, or otherwise cause injury.
3. If you are outdoors, stay outdoors. Do not attempt to enter or leave buildings until you are advised by authorities that it is safe to do so. Stay away from overhead electrical wires, poles or anything that could shake loose and fall. Remain in a sheltered area until advised by authorities to do otherwise. After the initial earthquake shock is felt, be prepared for additional aftershocks, remain calm and stay in place. Aftershocks are usually less intensive than the main quake, but can cause further structural damage to that caused by the main quake.

#### *After the earthquake*

1. Use caution entering or leaving buildings or work areas.
2. Do not use lanterns, torches, lighted cigarettes or open flames, since gas leaks could be present.
3. Stay away from fallen or damaged electrical wires.
4. Open windows, etc. to ventilate the building.
5. If there is a fire caused by the earthquake, implement fire procedures.
6. Determine whether or not anyone has been caught in the elevators or trapped by falling objects. If so, notify authorities, security and staffs so that rescue operations can be initiated.
7. Check the main water, gas and sprinkler pipes and valves for leaks. If there are any defects, attempt to shut the system off. If this is not possible, notify the fire department immediately.
8. Try to prevent employees from passing rumors and exaggerated reports of damage.
9. Do not use the telephone unless it is absolutely necessary for emergencies. Heavy use of the telephone will tie up the lines and prevent emergency calls from going out.

## Flood

High water and water-borne debris may adversely affect a shopping center, either by causing physical damage or temporarily inhibiting accessibility. Shopping centers in coastal sites with elevations close to sea level, or inland locations along waterways where water depths of three feet or more above grade are common, are particularly vulnerable. The following precautions should be taken:

1. Stockpile materials necessary to protect the facilities from the intrusion of water at a strategic location.
2. Give priority to the protection of power plant and fire pump houses, keeping them in service if at all possible. In the event flood waters overwhelm defenses, facilities should be able to remove vital fire pump motors or engines. This capability should also extend to include important motors, controls, and emergency generation equipment.
3. Pre-plan with public Fire Department officials to coordinate efforts under conditions of limited access and other foreseeable contingencies.
4. Prepare to evacuate facilities, secure openings and provide protection as necessary to prevent flood waters from reaching inside the center.

## POWER FAILURE

In case of a power failure, you should notify PG&E's emergency line at **Emergency/Hazardous Conditions: P: 800-468-4743, Press 1** and then notify your property manager with Vestar at 925-246.9337 or

## CIVIL DISTURBANCES

Should a riot or civil disturbance start outside your space, dial 911 to notify the police and your property manager at 925-246.9337. If the property manager is aware of the situation, we will notify the police as well and keep you advised of the situation.

Police or other authorities will advise of protective actions to be taken during a local civil disturbance in and around the shopping center.

Emergency procedures may include one or more of the following:

- Partial evacuation of buildings.
- Security entry to the buildings and to the Center itself.
- Secure walkways, access roads, etc.

### ***Emergency Point Of Contact Phone Number***

When you are dealing with or responding to an emergency at the shopping center, it is important to contact the appropriate authorities and property management and to document the incident, i.e. time, date, who was involved, where the incident occurred, which authorities were contacted, etc.

# CRISIS CONTROL PREPARATION FOR YOUR BUSINESS

## A. Preparation

Have a plan...REHEARSE the plan. Include police, fire officials, rescue, property management and other agencies that may be involved. Get to know these people and keep communication lines open. The relationship you have with these agencies is critical in controlling a crisis situation. Schedule periodic meetings with your key staff members and these officials to keep everyone abreast of emergency procedures.

When preparing your Crisis Control Plan, be sure to take into consideration parking lot entrances/exits, and outlying roads. Know where traffic will need to be redirected to allow people out of your parking lot.

Make your staff aware of whom the decision makers are. Have one person directing and one person to deal with the media.

## B. Equipment

Make certain that you have the appropriate equipment and that equipment is operational and readily available.

<u>Equipment Check List</u> <ul style="list-style-type: none"><li>✓ Site plans/blue prints</li><li>✓ Management phone lines on generator</li><li>✓ PA system operating and on generator</li><li>✓ Bullhorn</li><li>✓ Electrical outlets on generator for battery chargers, etc.</li><li>✓ Portable generator for back-up</li><li>✓ Emergency lighting</li><li>✓ Talk-around radios charges and properly working</li><li>✓ Flashlights</li><li>✓ Orange vests</li><li>✓ Duct tape</li><li>✓ Signage for shelter areas</li><li>✓ First aid kits</li><li>✓ Fire supplies</li><li>✓ Blankets</li><li>✓ Safety helmets</li></ul>	<u>Emergency Contact List that includes:</u> <ul style="list-style-type: none"><li>✓ Corporate</li><li>✓ Police</li><li>✓ Fire</li><li>✓ Rescue</li><li>✓ Power company</li><li>✓ Telephone company</li><li>✓ Gas company</li><li>✓ Property management</li><li>✓ Staff, etc.</li></ul>
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### **C. Shelter Areas**

Designate shelter areas. Make certain your staff know these areas. Assign at least one person (with a radio) to each shelter area. Have all persons remain in the shelter until the all clear is given.

### **D. The Crisis**

- Have all units report to management and then to their assigned tasks/positions.
- Have someone in charge or monitoring the situation/storm.
- Assess the situation.
- Contain the area -- set up inner and outer perimeters. Evacuate non-essential personnel. If it is necessary to evacuate the stores, it may be better to send personnel store to store rather than risking panic by announcing evacuation over the PA.
- Set up a command/communications center.
- Notify corporate -- set up information exchange.
- Refer media to the staging area.
- Document all actions and decisions.
- Have a designated public relations/information person. (At times this will be the property manager; other times this will be the police or fire public relations person.)
- Assessment of the situation must be continual.

### **E. Team Work**

It is imperative during a crisis situation that all departments work together in achieving our goals. Lack of team work could hinder and further devastate a crisis situation.

### **F. Public/Media Inquiries**

- All media will be directed to media staging area and keep from all other areas.
- The spokesperson must remain in contact with the command center and key officials.
- Do not provide information to the media. All information for the media should be provided by property management or key people such as the fire department, police, etc.

### **G. After the Crisis**

- Communicate with your tenants.
- Reevaluate the actions taken. Include your local police and officials.
- Send letters of commendation to businesses and organizations who assisted during the crisis.
- Keep corporate informed.