

**1001-17<sup>th</sup> STREET**  
**EMERGENCY RESPONSE MANUAL**

**Prepared by**

**Vector Property Services, LLC**

**1001-17<sup>th</sup> Street**  
**Denver, CO 80202**

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## INTRODUCTION AND PURPOSE

To prepare for possible emergencies, the 1001-17th Street building management works closely with Denver's Fire and Police Departments 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 1001-17th Street building 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 1001-17th Street building. Denver's 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 arrive. These actions will reduce the potential for injury through calm and organized communication and reaction.

While any emergency occurring in the 1001-17th Street 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 the 1001-17th Street building 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 Floor Wardens.

These procedures have been developed by 1001-17th Street building management, in conjunction with the Denver Fire Department, with your safety as the primary goal. All employees assigned to an office in the 1001-17th Street building must 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.

### **FIRE DEPARTMENT INSPECTIONS AND ASSISTANCE**

To reduce the chances of fire occurring within the building, Fire Prevention inspections are periodically conducted by Denver Fire Department personnel in compliance with City and County of Denver ordinance. 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 formal inspection, testing and maintenance programs, and the records are reviewed by Fire Department inspectors.

Technical information on the 1001-17th Street 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 these Emergency Action Plans to ensure they are adequate and up to date. In some cases the Fire Department will witness an actual emergency evacuation drill to evaluate its effectiveness.

**EMERGENCY CONTACT INFORMATION**

<b><u>EMERGENCY PERSONNEL</u></b>	<b><u>PHONE NUMBERS</u></b>
<b>Fire Department - EMERGENCY .....</b>	<b>911</b>
<b>Fire Department - Non-Emergency .....</b>	<b>720.913.2400</b>
<b>Police - EMERGENCY .....</b>	<b>911</b>
<b>Police – Non-Emergency .....</b>	<b>720.913.2000</b>
<b>Poison Control.....</b>	<b>800.222.1222</b>
<b>Medical - EMERGENCY.....</b>	<b>911</b>
<b>Weather Conditions .....</b>	<b>303.494.4221</b>

**BUILDING PERSONNEL**

<b>Lobby Desk.....</b>	<b>303.293.8388</b>
<b>Management Office (Suite 840) .....</b>	<b>303.293.0100</b>
<b>Maintenance .....</b>	<b>303.293.0100</b>
<b>After Hours Maintenance.....</b>	<b>303.293.8388</b>

## **PANIC CONTROL**

Panic is a sudden, unreasoning terror, often spreading quickly and 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; motion is often 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. Ideally, corrective action can be taken before the movement stage, if possible.

### **PANIC DETERRENTS**

1. Inform personnel what is expected of them in an emergency. Training, experience, and knowledge are key factors in preventing panic.
2. Exemplify strong, competent leadership.
3. Eliminate physical causes (i.e., blocked or obstructed exit doors or passageways, poorly marked exits, etc.) for panic.

### **ANTIDOTES FOR PANIC**

1. Provide assurance that emergency personnel are responding. Exert positive leadership. Reassure the group by giving information and instructions calmly.
2. Eliminate unrest. Dispel rumors. Identify troublemakers and prevent them from spreading discontent and fear.
3. 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 react properly and control panic.

## **BUILDING SURVEY**

### **OVERVIEW**

1001-17th Street covers a full city block in the Central Business District of Denver. It includes a 22-story office building totaling 640,518 square feet, ground floor retail space totaling 15,047 square feet, and a four level underground parking garage. The total gross square footage of the building is 717,039 square feet. 1001-17th Street was originally constructed in 1974 and was renovated in 2008. It is built of a concrete and steel core with steel and concrete floor pans built out from the core and wrapped with a glass and steel curtain wall system. It is equipped with a life safety system constructed in accordance with the Denver Fire Code requirements in effect at the time of construction. The complex is fully sprinklered. The following sections provide more detailed descriptions of the individual components of the life safety systems.



**SAFETY PERSONNEL AND ASSIGNED TASKS****1001-17th Street has the following safety personnel on staff:**

1. 1001-17th Street has a full-time Building Engineering Staff that is trained and familiar with life safety considerations and the building's mechanical systems. The engineering staff is on duty from 6:00 a.m. to 6:00 p.m., Monday through Friday. In addition, a member of the engineering staff is on call seven days a week, 24 hours a day.
2. 1001-17th Street has Lobby Attendants on duty 24 hours a day, 7 days a week. The Lobby Desk is always manned by one of them and can be reached at 303.293.8388.
3. The 1001-17th Street management office is located in Suite 840. The management office is open Monday – Friday from 8:00 a.m. to 5:00 p.m. The management office can be reached at 303.293.0100.
4. Denver Fire Code requires that employers designate and train certain personnel to assist in safely evacuating employees during an emergency. See, “General Emergency Procedures - Office, Residential, and Business Occupancies: Emergency Staff.”

## **FIRE PROTECTION EQUIPMENT AND SYSTEMS: TYPE AND LOCATION**

### **SMOKE/HEAT DETECTION**

The building is equipped with an automated early warning fire detection system that is monitored by an agency that, in the event of an alarm, will inform the Denver Fire Department. In addition, all alarms sound in the building lobby as well as all parking garage levels. The components of the system include the following:

1. Smoke detectors located at each stairwell, in the electrical rooms, in the mechanical rooms, in the elevator shafts, and in the elevator lobby on each floor.
2. Heat detectors located in the janitorial closets on each floor.
3. In the event heat or smoke is detected, an alarm is transmitted to the Fire Command Center in the building. In addition, an automatic alarm is transmitted to the monitoring agency who in turn contacts the Denver Fire Department. There is a master control panel in the Fire Command Center that will graphically display the location of the alarm.

### **FIRE SPRINKLERS**

Each floor has fire suppression sprinkler heads, which are automatically activated by heat or flame and which also automatically cause the building alarm system to sound and transmit an alarm to the monitoring company who in turn contacts the Denver Fire Department. Each sprinkler head, when activated by heat, provides water to a radius of 100 square feet at a rate of 25 gallons per minute.

### **FIRE ALARM MANUAL PULL STATIONS, FIRE STANDPIPE VALVES, AND FIRE EXTINGUISHERS**

The building is equipped with the following equipment for the Denver Fire Department, building personnel, and building occupants:

1. Fire alarm manual pull stations are installed inside all fire exit stair vestibules within the building. These are activated by pulling on the alarm handle. Once the manual pull box is activated, an alarm will sound, and a signal is automatically transmitted to the Fire Command Center. The monitoring agency immediately dispatches the Denver Fire Department.
2. Fire standpipe valves are found in the fire extinguisher cabinets located at each corner of each floor and labeled "Fire Hose Valve and Fire Extinguisher." These valves are supplied by vertical standpipe risers. In an emergency, water under extremely high pressure is provided to the standpipes by the building fire pump and/or Fire Department pumps.

3. Fire extinguishers are located in the fire extinguisher cabinets near fire exit stair enclosures and labeled “Fire Hose Valve and Fire Extinguisher.” If the fire is small and users are properly trained, these extinguishers may be used by building occupants and personnel. Fire extinguishers are inspected regularly.

### **EMERGENCY POWER AND LIGHTING SYSTEMS**

An emergency power generator is located on Level 21. The generator provides power within 60 seconds of a power outage to the following areas in the event power is lost to the building:

- \* Emergency Lighting System
  - Stairwells
  - Exit Lights
  - Corridors – spot lighting
  - Restrooms – spot lighting
  - Tenant suites – spot lighting
  - Parking areas – spot lighting
- \* Fire Alarm System
- \* Elevators (1 per bank of elevators)
- \* Fire Pump
- \* Fire Fans
- \* Sump Pumps

### **SMOKE CONTROL**

Activation of any fire alarm activates the pressurization fans in the stairway vestibules and elevator shafts that pump air into those areas to create positive pressure so that smoke will not travel into the stairway vestibules, stairwells, and elevator shafts.

### **ELEVATOR EMERGENCY CONTROLS**

Elevator emergency controls are automatically activated upon activation of any elevator lobby smoke detector.

- Phase I: Immediately upon activation of an elevator lobby smoke detector alarm, all passenger elevators return to the ground floor and discharge all passengers. The elevator doors remain open for use by the Denver Fire Department.
- Phase II: The Fire Department is able to use the elevators through a fire control key switch within the elevator. While under Fire Department control, the elevators cannot be summoned to any building level.

## LOCATION OF KEY COMPONENTS

- Fire pumps and sprinkler control valves are located on Parking Level 1 of the building.
- Fire sprinkler sectional valves are located on each floor.
- Vertical HVAC shafts are located in four quadrants on each floor in the tower.

## COMMUNICATION EQUIPMENT AND SYSTEMS

Communication with building occupants is critical in an emergency situation. 1001-17th Street uses the following systems for emergency communication:

1. Audible alarm devices sound during an alarm on each floor, in the lobby, as well as in the parking garage. Visual annunciators (strobes) flash with a bright white light to alert hearing-impaired individuals of an alarm.
2. A Public Address (P.A.) system is present throughout the building complex for emergency use by the Denver Fire Department to issue instructions for evacuation procedures. This system may also be used by the building management in other emergency situations.
3. There is an evacuation graphic posted on each floor of the building in the elevator lobby. Please note the location ("YOU ARE HERE"), as it relates to the exit stairwells. Exit paths are identifiable by exit signs that will remain on in the event of a power outage.
4. The building information telephone is located at the Lobby Desk (303.293.8388). The Lobby Desk is staffed 24 hours per day, seven days a week, to provide assistance in emergency situations.
5. Emergency Intercoms are located within each stairwell vestibule. These intercoms, when activated open up 2-way communication with the Lobby Desk.
6. Each elevator is equipped with an Emergency Phone that when activated will call the elevator company. Open the door in the left-hand elevator panel and push the "Call" button – you will be connected momentarily.

## BUILDING ACCESS – INGRESS AND EGRESS CONTROL

Building access functions are coordinated through the Lobby Desk. The Lobby Desk is monitored 24 hours per day by a Lobby Attendant, and a Roving Attendant patrols the building, the building perimeter, and the garage to provide response capabilities for alarms that are registered at the Lobby Desk. The Lobby Desk can be reached at any time by calling 303.293.8388.

The various aspects of the building's security system are described below:

1. The Lobby Desk is monitored 24 hours per day by Lobby Attendants. Lobby Attendants have a multi-functional role. They not only communicate a visual presence, but they also place emphasis on tenant service and public relations.

The Lobby Attendant's duties include the following:

- a. Assist employees and visitors.
- b. Help to find and respond to maintenance problems.
- c. Inform management of security and safety issues.
- d. Implement the life safety plan during emergency situations.
- e. Deterrence against the loss of personal and company property.
- f. Enforcement of the Access Control standards.
- g. Adherence of safety and property rules and standards.
- h. Monitor the Fire Command Center for fire prevention/protection.

The Roving Attendant patrols the parking garage, loading dock, tenant suites, lobby, and building perimeter. Outside normal working hours, he/she randomly patrols specific areas at pre-determined frequencies.

2. 1001-17th Street is open to tenants, visitors, contractors, and the general public Monday through Friday from 7:00 a.m. to 6:00 p.m. and Saturdays from 8:00 a.m. to 1:00 p.m. After hours visitors may use the intercom at the 17<sup>th</sup> Street entrance or the 18<sup>th</sup> and Arapahoe Street doors to communicate with the Lobby Attendants in order to access the building.

Building access is from two elevator banks (Office and Retail) in the Parking Garage via shuttle elevators that serve the underground parking levels, the street level, the lobby, and the second floor in the office tower elevator bank.

The Loading Dock is monitored by a Dock Master from 6:00 a.m. to 6:00 p.m. Monday through Friday. At all other times, it is monitored by camera from the Lobby Desk. The Loading Dock has a 30-minute limit for loading and unloading only unless prior arrangements have been made with the Management Office.

## EVACUATION AND RELOCATION

**NOTE:** The Denver Fire Department no longer permits occupants to ‘stand by’ or ‘stay in place’ when a fire alarm is activated on their floor. **Immediate evacuation of the affected floors is mandatory.**

### FIRE EVACUATION

When a fire alarm sounds on their floor, the occupants **must exit** the building immediately via the stairwells. Once occupants have exited the building, they should immediately relocate to their company’s designated relocation area at least two blocks away from the building and perform accountability checks. Ladies may want to take off high heels when entering the stairwell and carry them so they may be put back on after exiting the stairwell. The company’s “Runner” should report to the Fire Command Center (Loading Dock entrance on Curtis Street) to communicate via cell phone between their company and the building regarding status and permission to re-enter the building.

### EVACUATION – NON-HIKERS

People who cannot go down the stairs (Non-hikers) should use the elevators to relocate or leave the building, if possible. If the elevators are in service when the hall call button is pushed, the light will remain lit until an elevator arrives. If the call button does not remain lit up, it means the elevators are out of service. If the elevators are out of service, Non-hikers are to remain on their floor in one of the stairwell vestibules with a “Buddy”. When vestibule doors are closed, the vestibules are built to keep fire out for two hours. Have someone alert fire personnel (or call 911) of the stairwell and floor on which to respond to provide assistance. (Please also fill out the form on Page 38 and return it to the Management Office. This form is posted for the fire department in the building Fire Command Center.) Wait for fire personnel assistance - do not try to take Non-hikers down the stairs as it could cause injury to them and others.

### STAIR ENCLOSURES

Evacuation of the building occurs through the building stair enclosures. Stair enclosures are the lifelines out of the building for emergencies. Each floor has two stair enclosures, which are clearly marked with exit signs. Stair enclosures are protected by fire-rated doors and walls so that it would take two hours for a fire to break through. Upon entering the stairwell, proceed downward. In the event a stairwell becomes blocked, exit the stairwell (sometimes this means going back up the stairs to the next unlocked door), and go around the floor to the alternate stairwell.

### NON-FIRE EVACUATION

In a non-fire building evacuation, the occupants of the floor **must evacuate** the building/floor immediately via the stairwells (as noted above under Fire Evacuation). The elevators should continue to operate, and Non-hikers should immediately leave the floor via the elevators. Individuals who can use the stairs must leave elevators free for use by Non-hikers.

## ACCIDENT OR ILLNESS

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

1. Call **911** immediately to dispatch an ambulance. Give the operator this information:
  - Building name and address (1001-17<sup>th</sup> Street)
  - Floor and location of emergency on floor.  
(Example: 15<sup>th</sup> floor near Women's Rest Room)
  - Any and all details available regarding accident or illness.
2. Call the Lobby Desk: **303.293.8388**.
3. **DO NOT** move injured or ill people. Try to make them comfortable.
4. Clear a path for emergency personnel to arrive at the location on the floor.
5. Have someone meet the emergency unit at the elevators on your floor.

## AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

There are three (3) Automated External Defibrillators (AED's) at 1001 – 17<sup>th</sup> Street. In the event of a suspected heart attack, Lobby Attendants will bring an AED to the location of the person and will follow guidelines established for the use of the AED. The AED model that is in use at 1001 – 17<sup>th</sup> Street is an automatic device that will automatically detect the heart rhythm, or lack thereof, of the patient. The AED will then administer the shock(s) if necessary, without anyone actually hitting a button.



## **BUILDING STAFF REACTION FOR MEDICAL EMERGENCIES**

The Lobby Attendant will put an elevator into independent service for use by the emergency response crew.

The Lobby Attendant will meet the emergency response crew in the lobby and escort them to the location of the emergency. Be aware that Denver has a two-tiered response system. First, the Fire Department will arrive, and soon after an ambulance will arrive. Each group will be met and escorted to the location of the person requiring medical attention.

The Lobby Attendant will leave an 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.

Assist the emergency personnel, as needed, with any patient information you can obtain, such as medical history, allergies, emergency contacts, etc.

In the event of a suspected heart attack, the Lobby Attendant will bring an AED to the location of the emergency and will follow the established guidelines for using the AED.

**GENERAL EMERGENCY PROCEDURES – OFFICE AND BUSINESS OCCUPANCIES**

**TENANT RESPONSIBILITIES**

1. Each floor should have a minimum of two Floor Wardens and two Floor Searchers. Individual tenants on multi-tenant floors should assign two Suite Floor Wardens.
2. In accordance with Fire Department guidelines, responsibility for planning and conducting drills shall be assigned to the Building’s Life Safety Officer who is a competent person qualified to exercise leadership in this area of expertise.
3. Those assigned as Tenant Drill Coordinators, Floor Wardens, or Assistants must attend training sessions a minimum of once each year. These trainings are coordinated/ scheduled by Building Management. Attendance at all training sessions will be recorded by Building Management.
4. 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.
5. Full-building evacuation drills will be held annually per Denver Fire Department Prevention Bureau code.

**EMERGENCY STAFF**

<b>Position</b>	<b>Responsibility</b>
Drill Coordinator	Plans, conducts, and evaluates emergency drills. This position may be assigned to the Safety Director or Property Manager.
Floor Warden	Tenant Floor Wardens are responsible for the occupant condition of their floor, for supervising the Searchers during an emergency, and for evacuating occupants, if necessary, during an emergency. Floor Wardens must be familiar with the layout of their floor, the details of the Emergency Response Plan, the location and operation of available alarm systems, fire protection equipment, coded door locks, and the location of routes to exit areas.
Searcher	Individual responsible for finding and evacuating all personnel from the floor, specifically from remote areas such as storerooms, file rooms, coffee areas, rest rooms, etc.

<b>Position</b>	<b>Responsibility</b>
Aide to Employees with Mobility Impairment (“Buddy”)	Employee assigned to assist occupants with mobility impairments during emergencies and drills.
Runner/Communicator	Tenant staff assigned to go to the Command Center at the Loading Dock entrance on Curtis Street, responsible for communicating between their company relocation area and the building and fire personnel.

### **DRILL COORDINATOR**

The Drill Coordinator is the Property Manager.

#### **Responsibilities**

The Drill Coordinator plans, conducts, and evaluates emergency drills.

#### **Duties**

The Drill Coordinator is responsible for ensuring that all evacuation routes and assembly points are accessible and safe. He/She 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 Drill Coordinator 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 the Denver Fire Department (DFD) at this time. The DFD will know what specific requirements apply to the City and County of Denver. Further coordination with the DFD 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.

### **FLOOR WARDENS**

As a general rule, one Floor Warden is designated for every 20 employees in a company. A minimum of two Floor Wardens are suggested for each company – four per floor for companies occupying full floors.

#### **Responsibilities**

Floor Wardens are responsible for the occupant condition of their floor, for supervising Floor Leaders during an emergency, and for relocating or evacuating occupants during an emergency. Floor Wardens must be familiar with the layout of their floor, the details of the Emergency Response 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**

Each Floor Warden must pre-select two Searchers (one female and one male) to assist in the event of an emergency. Floor Wardens are responsible for working out a search plan for Searchers to follow in the event of an emergency on their floor. Floor Wardens should:

Appoint personnel to the emergency team and fill vacant positions.

Maintain an updated roster of all Floor Leaders, Searchers, Aides to Employees with Mobility Impairments (Buddies), and Alternates.

Maintain an up-to-date list of physically challenged employees. This list should include the floor location and where (stairwell vestibule) on the floor they will wait for assistance.

Notify the Management Office when changes in Emergency Organization personnel and physically challenged persons occur.

Ensure that all emergency team personnel know their assigned duties and locations in case of an emergency.

Pre-plan the handling of persons with mobility impairments during evacuation.

Know and be able to identify all employees in their area of responsibility.

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

## **Emergency Duties**

If there is a fire on a tenant floor, and the alarm has not sounded, the Floor Warden or person finding the fire should:

- a. Activate the fire alarm manual pull station in the nearest stairwell vestibule.
- b. Close any doors to the fire area.

In the event that the fire alarm signal (audible and visual) is received, the Floor Warden should follow this procedure:

Advise the tenants that when the floor level they are occupying receives a fire alarm signal (horn and strobes), they must immediately leave the floor via the stairwells and exit the building. Once occupants have exited the building, they should immediately relocate to their company's designated relocation area at least two blocks away from the building and perform accountability checks.

Remain calm, leave affected floors, and follow any directions given by Floor Wardens and/or Fire Department personnel.

Fire Wardens are to put on a red 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.

Any area affected by fire or smoke is to be evacuated immediately. If safe to do so, Searchers should make certain any doors leading into such an area are closed after checking that everyone is out of the area. Other Searcher duties are as follows:

- Search all restrooms and any other areas of their floors to ensure that all persons are aware of the fire alarm.
- Assist any persons who may faint, become disoriented, or suffer an injury.
- Searchers should then keep in close communication with the Fire Warden in case other assistance becomes necessary.

If elevators are not running, Mobility impaired persons (Non-hikers) are to remain in the protected stairwell vestibule at all times 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 assist them.

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 may not be safe in such an emergency and may be automatically taken out of service.

To evacuate people, Floor Wardens are to lead people downward in the stairwell and exit the building. People should not run or talk in the stairwell as the noise may hinder them from hearing instructions.

## **SEARCHER**

### **Responsibilities**

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

### **Duties**

1. Check all rooms including restrooms, conference rooms, reception areas, and remote areas, closing but not locking all doors behind him or her.
2. Advise any remaining personnel on the floor of the emergency and insist on their evacuation.
3. Evacuate non-employees found on that building level.

4. Report to Floor Leader when his/her area is clear.

### **AIDE TO EMPLOYEES WITH MOBILITY IMPAIRMENT (BUDDIES)**

#### **Responsibilities**

Under the supervision of the Floor Leader, the Buddy is responsible for making sure all persons with mobility impairments (Non-hikers) are evacuated.

#### **Duties**

Maintain an accurate and updated list of those who cannot use the stairs on the floor. A “Buddy System” will be implemented in which one or two Aides will be responsible for locating co-workers who cannot go down the stairs to the nearest stairwell vestibule. Those that are “Buddies” should have a cell phone that they take with them into the stairwell vestibule.

### **RELOCATION AREA MONITOR**

#### **Responsibilities**

Monitor assembly points and take attendance as occupants arrive.

#### **Duties**

In a full building evacuation, occupants, upon request of the Denver Fire Department, should proceed down the stairway to the street level, exit the building, and proceed to a designated meeting or relocation area that is at least two (2) blocks from the building.

Monitors shall perform and report tenant accountability to ensure all occupants have evacuated the building.

In highly populated buildings, it is advised that each tenant select a meeting area where accountability will be performed. Each tenant should let the Management Office know where their company relocation point is so that Building Management can make sure the areas are spread and there are not multiple companies going to the same location. This will also assist the Fire Department when questions come up as to where tenants are located after the evacuation.

If an occupant is not on their normal work floor in a full building evacuation, they shall exit the building and head directly to their company’s pre-designated meeting area and report to the Floor Warden.

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 efforts to locate them must be reported to the Fire Department with any information acquired.

## **RUNNER/COMMUNICATOR**

### **Duties**

1. Responsible for communication between company relocation area and the building Command Center at the Loading Dock entrance on Curtis Street.
2. Responsible for accounting for all employees.

## **DRILL EVALUATOR**

### **Responsibilities**

Monitor occupant actions during the drill and report their findings to the Drill Coordinator at the completion of the drill.

### **Duties**

1. Drill Evaluator shall be on drill floor at activation of fire alarm.
2. Observe tenants/occupants reaction to fire alarm signal.
3. Observe that tenants/occupants close office and conference room doors.
4. Ensure that all fire alarm warning devices (horns and strobes) are in proper working order and all fire protection devices (fire doors, stairwell vestibule pressurization, etc.) activate.
5. Observe that Floor Wardens, Searchers, Stairway Monitors, etc. perform their assigned duties.
6. Observe that accountability is taken at relocation area and reported.
7. Report all observations to building's Drill Coordinator, which will be included in final report.

**ALARM ANNOUNCEMENTS – OFFICE BUILDINGS**

Upon initial activation of the alarm system:

**FIRST ANNOUNCEMENT; Repeated two times.**

**“May we have your attention, please. An alarm has been activated on the \_\_\_\_ floor(s). Floors \_\_, \_\_, and \_\_ please exit the building. The Fire Department has been notified and will be investigating the alarm.”**

Upon arrival of the Fire Department personnel, and ONLY if a long period of time has elapsed since the first announcement:

**ANNOUNCEMENT TO ALL OTHER FLOORS: WHEN APPLICABLE Repeated two times**

**May we have your attention, please. The Fire Department is investigating an alarm on the \_\_\_\_ floor(s).**

Upon authorization from the Denver Fire Department Officer in Charge, and if the alarm is false:

**FINAL ANNOUNCEMENT TO ALL FLOORS: When Applicable and approval given. Repeated two times.**

**May we have your attention, please. The Fire Department has investigated the alarm on the \_\_\_\_ floor(s). The Fire Department is returning the building to normal operations.**

**Note:** Past experience has shown that certain phrases should be avoided since they can easily confuse occupants and have undesirable results. These phrases include “All Clear,” “No need to evacuate,” “Standby,” etc. These words and phrases should NOT be used, and all wording should be carefully chosen and pronounced.



## INDIVIDUALS WITH IMPAIRED MOBILITY (NON-HIKERS)

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

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:

- The person’s name
- The floor on which he/she works
- The name of the Floor Warden responsible
- The nature of the physical challenge
- Where they will remain (which stairwell vestibule) and wait for assistance by the Fire Department.

**This list shall be updated regularly.**

All tenants shall e-mail the Management Office with an updated list of impaired individuals each time there is a change. The master list will then be updated and posted as required.

**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.**

Each Floor Warden is to assign at least two people to be the mobility-impaired person as their “Buddies.” In this way, someone is always able to stay with the individual.

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 stairwell vestibule or designated refuge area when there is an alarm, smoke or fire, or if the Fire Department instructs everyone to leave the area.

## **OTHER EMERGENCIES**

### **BOMB THREAT**

#### **Basic Tenant Responsibilities**

Each tenant should brief the telephone receptionist on bomb threat procedures.

Each tenant should have a copy of the bomb threat checklist near the receptionist's telephone. (See checklist, below.)

#### **Bomb Threat Emergency Procedures**

##### **1. Receiving telephone threats:**

- a. When a bomb threat is received by telephone, immediately ask the caller the questions listed on the Bomb Threat Checklist on the back of the quick reference flip chart. This information will be extremely helpful to the Police.
- b. After the caller has hung up, immediately fill out the remaining portion of the Bomb Threat Checklist and contact the Police.
- c. Notify the Management Office that you have received a bomb threat. The Management Staff will inform other tenants in the building via telephone.
- d. Do not make statements to local media outlets. Leave that to the police.

##### **2. Receiving written threats:**

- a. Written threats are less frequent than telephone threats but must be considered just as carefully.
- b. Avoid physical handling of the written threat. This evidence will be analyzed by the Bomb Squad for fingerprints, postmarks, handwriting, and typewriting. Isolate (letter) and insulate (move yourself and others to safety), and contact the police.
- c. Notify the Management Office that you have received a written bomb threat. The Management Staff will inform other tenants in the building via telephone.

### 3. Searching Procedures:

- a. It will be the responsibility of each tenant to search all tenant areas. The Building Management staff will be responsible for searching the following areas:
  - Multi-tenant Rest Rooms
  - Elevators
  - Electric/Telephone Equipment Rooms
  - Entrances and Lobbies
  - Fire Extinguisher Cabinets
  - Mechanical Areas
  - Outside the Building
  - Stairways
  - Trash Storage Areas
  - Janitor Closets
  - Loading Dock
  - Parking Garage
  
- b. **If a suspected device is found, DO NOT TOUCH IT - Call 911.**  
Contact the Management Office and clear the immediate area. Guard the area, keeping people away until the Bomb Squad checks the device.

Two-way radios should never be utilized in the area of a suspected device.

### **Evacuation**

Evacuation of the building is a decision to be made by each tenant or the Police or Fire Department officials only. Building Management will not make the decision to evacuate the building.

In the event the decision to evacuate is made, the fastest route to safety will be the stairwells or direct exits to the outside. Do not use or rely on elevators for evacuation. **ALL** persons shall leave the area immediately. Non-hikers (those who cannot go down the stairs) should use the elevators.

## Bomb Threat Checklist

Date: \_\_\_\_\_ Name of Company: \_\_\_\_\_

Name and position of person taking call: \_\_\_\_\_

Telephone number call came in on: \_\_\_\_\_

### FILL OUT COMPLETELY IMMEDIATELY AFTER BOMB THREAT

1. **When** is the bomb set to explode? \_\_\_\_\_
2. **Where** is the bomb located? \_\_\_\_\_
3. **What** does the bomb look like? \_\_\_\_\_
4. What type of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. Did the caller place the bomb? \_\_\_\_\_
7. Why did the caller place the bomb? \_\_\_\_\_
8. What is the caller's name and address? \_\_\_\_\_
9. Caller's: Sex \_\_\_\_\_ Age \_\_\_\_\_ Race \_\_\_\_\_ Length of Call \_\_\_\_\_

### DESCRIPTION OF CALLER'S VOICE: (Check all that apply)

- |               |                       |                      |                 |
|---------------|-----------------------|----------------------|-----------------|
| _____ Calm    | _____ Laughing        | _____ Lisp           | _____ Disguised |
| _____ Angry   | _____ Crying          | _____ Raspy          | _____ Accent    |
| _____ Excited | _____ Normal          | _____ Deep           | _____ Familiar  |
| _____ Slow    | _____ Distinct        | _____ Ragged         | _____ Loud      |
| _____ Slurred | _____ Rapid           | _____ Nasal          | _____ Soft      |
| _____ Stutter | _____ Clearing throat | _____ Deep breathing |                 |

If voice is familiar, who did it sound like? \_\_\_\_\_

### BACKGROUND SOUNDS:

- |                     |                    |                 |                  |
|---------------------|--------------------|-----------------|------------------|
| _____ Street noises | _____ House noises | _____ Factory   | _____ Local call |
| _____ Motor         | _____ Machinery    | _____ Voices    | _____ Office     |
| _____ Animal noises | _____ Phone booth  | _____ PA system | _____ Clear      |
| _____ Music         | _____ Static       | _____           | _____ Other      |

### THREAT LANGUAGE/ACCENT: \_\_\_\_\_

- |                   |            |                                    |                  |
|-------------------|------------|------------------------------------|------------------|
| _____ Well-spoken | _____ Foul | _____ Incoherent                   | _____ Irrational |
| _____ Taped       |            | _____ Message read by threat-maker |                  |

REMARKS:

## **POWER FAILURE**

### **Emergency Generator**

Due to the unlikely possibility of a failure of electrical service from Xcel Energy, 1001 – 17<sup>th</sup> Street is equipped with an emergency generator, which starts automatically within 30 seconds of a power failure.

In the event of a power failure, the emergency generator will supply electrical power to the following areas within the building:

1. Emergency Lighting System
  - Stairwells
  - Exit Lights
  - Corridors – spot lighting
  - Rest rooms – spot lighting
  - Tenant suites – spot lighting
  - Parking areas – spot lighting
2. Fire Alarm System
3. Elevators (1 per bank of elevators)
4. Fire Pump
5. Fire Fans
6. Sump Pumps

### **Power Failure Procedures**

1. The emergency generator will start automatically and supply emergency power to the above-mentioned systems within 30 seconds.

All elevators will stop and then return to the first floor, one at a time, where the doors will open and allow all passengers to exit. Once all elevators have returned to the lobby, one elevator in each bank will then operate normally on emergency power.

2. The emergency lighting system will turn on within 30 seconds of a power failure. The emergency lighting system will provide light in corridors, stairwells, rest rooms, and a limited amount in office areas to enable people to see where they are going.

## TORNADO

When a Tornado Watch is announced by the National Weather Service, this means that conditions exist that would be conducive to a tornado. Check local media outlets for information and advice from the weather service. Also, keep watching the sky. If you see any revolving, funnel-shaped clouds, report them immediately by calling 911. The building will not make an announcement for a Tornado Watch.

When a Tornado Warning is issued, it means that a tornado or funnel cloud has actually been sighted, or has been indicated by radar in the area. Public warning will come over local media outlets or by five-minute steady blasts of siren by the Civil Defense warning system. A building announcement will be made via the P.A. system to inform tenants that a Tornado Warning has been issued for the area. It is advisable to have all occupants move to a safe location in the building away from any exterior glass. Occupants should not exit the building until the Tornado Warning has expired.

### Tornado Procedures

Get away from the perimeter of the building and exterior glass. Close shades, blinds, etc., if time permits.

Leave your office if located on the building perimeter - close the door.

Go to the center of the building – restrooms or the stair vestibules – or to areas that do not have windows, and close the doors.

**Do not** use elevators and **do not** go to the first floor Lobby or outside the building.

Check local media outlets for information.

Do not use the telephone to get information or advice. This only ties up circuits. The ending time of the Tornado Warning, as determined by the National Weather Service, will be passed on via the building P.A. system.

If you are trapped in an outside office, seek protection under a desk. Sit down and protect yourself by putting your head as close to your lap as possible, or crouch down, protecting your head. Keep calm.

## **EARTHQUAKE**

Earthquakes are one of nature's most frightening natural phenomena. Although very rare in Denver, if an earthquake should occur, the ground will shake perceptively for a relatively short time, perhaps only for a few seconds or for as long as a minute or more.

### **Precautions to Take During an Earthquake**

Remain calm and reassure others. Get under a desk. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.

Do not be surprised if the electricity goes out or if elevator, fire, and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls, and falling objects.

Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. (This phenomenon is merely the arrival of different seismic waves from the same earthquake.) Also, aftershocks may occur - these are separate quakes that follow the main shock. Aftershocks may occur several minutes, several hours, or even several days afterwards. Sometimes, aftershocks will cause damage or the collapse of structures that were already weakened by the main earthquake.

### **Precautions to Take After an Earthquake**

When the shaking stops, there may be considerable damage, and people may be injured. It is especially important that everyone remains calm and begins the task of taking care of each other. The first concern is for those who are hurt, and the next concern is to prevent fires. The risk of fire after an earthquake is very high.

Everyone must be aware of fire procedures. After that, damage can be assessed and remedial measures begun.

Remain calm and take time to assess your situation.

Help anyone who is hurt, and administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help (911) for those who need it.

Check for fires and fire hazards. Put out fires immediately if it is safe to do so.

Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.

Do not turn on electrical switches or appliances.

Do not touch power lines, electric wiring, or objects in contact with them.

If you detect a natural gas odor, vacate the area immediately. Do not activate any type of device that could create a spark. Once in a safe area, call 911 and report a natural gas leak.

Do not use the telephone except to call for help or to report serious emergencies (medical, fire, or criminal) or to perform some essential service. Jammed telephone lines interfere with emergency services, and it is thoughtless to use the telephone for personal reasons or to satisfy curiosity. When the emergency is clearly over, contact relatives and friends so they will know you are safe.

Be certain that sewer lines are not broken before resuming regular use of toilets.

Warn others of any spilled materials that are dangerous.

Check local media outlets for information on earthquake and disaster procedures.

Use great caution when entering or moving about in a damaged building. Collapses can occur without warning, and there may be dangers from gas leaks, electric wiring, broken glass, etc.

There are no rules that can eliminate all earthquake danger. However, damage and injury can be greatly reduced by following the simple rules outlined above.



## **ELEVATOR EMERGENCY**

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.

If you are trapped in the elevator, open the door in the left elevator panel with the phone handset icon on the handle. Push the “Call” button inside. After a momentary pause, this will open up two-way telephone communication with the elevator company who will immediately dispatch a technician.

Do not push the button a second time unless you become disconnected.

Do not try to force open the elevator doors.

Never attempt to leave the elevator if it is stopped between floors, unless specifically instructed by the elevator technician or emergency personnel.

Relax and stay calm until help arrives. Please allow at least one-half hour from the time of your call for help to arrive after normal working hours.

### **Elevator Emergency 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 Denver Fire Department. The Denver Fire Department defines the word “trapped” as used in the UFC Denver Amendments Section 206-E. 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 (e.g. fire, chemical, bomb threat, etc.).

A wall has to be breached or person(s) must be removed by any means other than normal passenger exit door or under their own power.

Building Management personnel, Engineering, Lobby Attendants, 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 one hour (and none of the other conditions above apply).

## NATURAL GAS EMERGENCY

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

Leave the area immediately.

Do not stop to turn anything on or off; do not close or open anything; leave the building as quickly as possible and go to company relocation point at least two blocks away.

From a safe area, notify the Denver Fire Department by dialing 911.

Contact Xcel Energy, Natural Gas Division at 800.895.2999 and notify them of the situation.

Contact Building Management at 303.293.0100 and the Lobby Desk at 303.293.8388.

The individual who discovered the gas leak should identify him/herself to the Fire Department once outside the building.

Under no circumstances is anyone to return to the building for any reason until permission is given by the Fire Department.

## ENVIRONMENTAL EMERGENCY

Quickly leave the affected area. From a safe location, notify the Denver Fire Department immediately by dialing 911. Notify them concerning any chemical spill in the building and then call the Lobby Desk at 303.293.8388.

Those persons with knowledge of the incident need to be available to the Denver Fire Department, Building Management, and/or emergency response personnel outside the building at the Loading Dock entrance on Curtis Street in order to answer questions. A description of what happened, where, when, and the type of product(s) spilled will be extremely valuable. If possible, try to obtain the label from the product or container.

The Denver Fire Department and Building Management will make a decision regarding how to proceed once all the facts have been received. Under no circumstances is anyone to return to the building for any reason until permission is given by the Fire Department.

Restrict access to the area to prevent additional exposures, place exposed personnel together in a contained/controlled area.

The HVAC system will be shut down to reduce exposures inside the building.

## **WATER INTERRUPTION OR FLOOD**

### **Water Interruption**

A temporary interruption of the water supply to the building may result in the disruption of building services. Without water, it is not possible to maintain sanitary conditions or building cooling systems. Additionally, water interruption limits the Fire Department's ability to extinguish fires. The Fire Department will determine whether the building should be evacuated dependent on the length of time of the water interruption.

### **Flood**

In the event of a flood, affected areas of the building may be evacuated and closed. Flooding can cause great harm to electrical equipment that serves the building and disrupts the sanitary water supply.

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

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

Leave the area and go to a dry and safe place.

Call Building Management at 303.293.0100.

Call 911 for the Fire Department.

Explain the location of the flood and probable cause, giving the building's address.

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

## **STRANGER IN BUILDING AND HOSTAGE SITUATION**

### **Stranger in Building**

The best way to avoid having to deal with a stranger in the building is to help ensure that all security policies are followed. Keep valuables locked away and office doors locked when offices are not occupied. Do not create an ideal opportunity that will attract strangers.

If a stranger is discovered in a tenant office, it is best to address the person(s) in a non-threatening manner, asking who/what they are looking for. Never attempt to restrain the individual(s). If they become confrontational, do not react aggressively. Immediately remove yourself from the situation and contact the Lobby Desk (303.293.8388), giving them the description of the stranger(s). A Lobby Attendant will respond to the location and address the stranger(s). A call from the Lobby Desk may be placed to the Police Department requesting an officer, if necessary.

Soliciting at 1001-17th Street is not permitted. Please report solicitors immediately to the Management Office (303.293.0100) or the Lobby Desk (303.293.8388).

### **Hostage Situation**

Report any situation involving hostages to the Denver Police Department by calling 911. Helpful information to give the Police Department includes:

A physical description of the person(s) and their location.

Whether or not they are armed.

The number of hostages and their location.

After the Police have been notified, inform Building Management of the situation (303.293.0100).

Report the presence of suspicious individuals in or about the property to Building Management and the Lobby Desk. A physical description of the person and the location they were last seen will also be important information to communicate.

## **SHELTER-IN-PLACE**

“Shelter-In-Place” is a term used to describe the actions that need to be taken in rare instances. This is mainly for use during an event where a dangerous situation exists outside of a tenant space. There are many different scenarios where sheltering-in-place would be the best response, and the property management team will determine when a “shelter-in-place” situation exists.

During a tornado it is important to get away from the windows and to stay inside. In this instance a building P.A. announcement would be made detailing the need for people to stay in the building and to move away from windows into areas without windows including interior offices, rest rooms, and stairwell vestibules. This would be an example of Sheltering-in-Place.

During a workplace violence situation in the building, it may be important to lock entrances and remain behind closed doors. In this instance tenants will be informed in the safest way possible. This may be through P.A. announcements, phone calls, or in person depending on the situation. Building staff would secure elevators. Tenants would be asked to remain behind locked doors and await further instructions.



## CHANGE IN HOMELAND SECURITY LEVEL

### Threat Conditions and Associated Protective Measures

The world has changed since September 11, 2001. We remain a nation at risk to terrorist attacks and will remain at risk for the foreseeable future. At all Threat Conditions, we must remain vigilant, prepared, and ready to deter terrorist attacks. The following Threat Conditions each represent an increasing risk of terrorist attacks. Beneath each Threat Condition are some suggested Protective Measures, recognizing that the heads of Federal departments and agencies are responsible for developing and implementing appropriate agency-specific Protective Measures:

**Low Condition (Green).** This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures they develop and implement:

- Refining and exercising as appropriate preplanned Protective Measures;
- Ensuring personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures; and
- Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

**Guarded Condition (Blue).** This condition is declared when there is a general risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Condition, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Checking communications with designated emergency response or command locations;
- Reviewing and updating emergency response procedures; and
- Providing the public with any information that would strengthen its ability to act appropriately.

**Elevated Condition (Yellow).** An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the Protective Measures that they will develop and implement:

- Increasing surveillance of critical locations;
- Coordinating emergency plans as appropriate with nearby jurisdictions;
- Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures; and Implementing, as appropriate, contingency and emergency response plans.



**High Condition (Orange).** A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations;

Taking additional precautions at public events and possibly considering alternative venues or even cancellation;

Preparing to execute contingency procedures, such as moving to an alternate site or dispersing their workforce; and

Restricting threatened facility access to essential personnel only.

**Severe Condition (Red).** A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in the previous Threat Conditions, Federal departments and agencies also should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

Increasing or redirecting personnel to address critical emergency needs;

Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources;

Monitoring, redirecting, or constraining transportation systems; and

Closing public and government facilities.



## ACTIVE SHOOTER RESPONSE

According to the Department of Homeland Security (DHS) an active shooter is “an individual actively engaged in attempting to kill people in a confined and populated area, typically through the use of firearms.”

Guidance and training from Local, State, and Federal Law Enforcement agencies consistently advise individuals to take one of three actions in an active shooter scenario: **Run, Hide, or Fight**. Supporting those concepts, following are some points of consideration:

- **Run** – Only if you **know** you can evacuate safely
- **Hide** – Take shelter inside a room that can be locked or the door barricaded. Stay away from windows, silence your cell phone, and remain calm and quiet. Do not come out until law enforcement personnel advise you to. **(In a high-rise building, this is likely the best course of action)**
- **Fight** – As a last resort, if faced with an active shooter be prepared to do whatever it takes to survive

Unlike a fire evacuation, an Active Shooter incident does not have a fixed course of action. The best thing that tenant organizations and employees can do is to plan ahead with this question in mind “what if it happens here?” Know your evacuation routes – Know where you will “Hide” – Develop the resolve to do what it takes to survive.

In an active shooter scenario, you may or may not receive information from Law Enforcement or Building Management and Security personnel. Building announcements may not be made over the PA system. If you hear announcements over the PA system it is recommended that you take the actions that are instructed over the announcement.

In the event of an Active Shooter incident in or near your premises, we recommend that you:

- Call **911 if you can do so safely**. Give the operator this information:
  - Building name and address (1001-17<sup>th</sup> Street)
  - Floor and location
  - Any and all details available regarding the active shooter (description, location, number of assailants, types of weapons, etc.)
- Call the Lobby Desk: **303.293.8388 if you can do so safely**
- Take appropriate action using the guidelines listed above