



Emergency Response Plan Tenant Version

**4001 N Fairfax
Arlington, VA**

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In the event of a fire or other emergency, use this information as a guide and follow the directions of Police and/or Fire Department personnel. Please note that no emergency plan can account for all of the possible factors and changing conditions. Each individual will have to decide for himself/herself what the safest action under the circumstances is. Do not take any actions that will endanger your safety.

Key Emergency Contacts

Title or Role	Name	Contact Information	Work Hours
Fire Safety Director	Earl Keeler Lead Engineer	(202) 527-1392 ekeeler@pzre.com	6 am – 2:30 pm
Security	Lecky Banua James Gilchrist	(703) 469-2229 (703) 465-2229	7 am – 5 pm M- Th 7 am – 5 pm Fri
Senior Property Manager	Latreya Monteiro Penzance	(202) 549-7717 lmonteiro@pzre.com	
Tenant Services Coordinator	Nicole Housekeeper Penzance	(703) 527-1212 Temp4@pzre.com	

External Contacts	Name	Contact Information
Fire	Arlington County Fire Dept.	911 703-228-3362 (non-emergency)
Police	Arlington County Police Dept.	911 703-558-2222 (non-emergency)
Electrical Utility	Dominion Virginia Power	1-888-667-3000
Gas Utility	Washington Gas	703-750-1000
Water Department	Arlington County Department of Environmental Services	703-228-6570
Local Hospital	George Washington 900 23 rd St NW Washington, DC 20037	202-315-4000
Public Health Department	Arlington County Office Of Emergency Mgmt.	703-228-7935

Emergency Team Roles and Duties

The emergency team is comprised of building staff and floor wardens on each tenant floor. The roles include:

- Fire Safety Director
- Engineering
- Security
- Parking
- Property Management
- Tenant Floor Warden Teams

Fire Safety Director

The Fire Safety Director holds overall responsibility for the building's life safety program. Prior to an event they ensure all team members are trained and plans are up to date. During an event they lead the initial emergency response until firefighters or other responders arrive on-site.

In advance of an emergency, the Fire Safety Director is responsible for ensuring that building keys, diagrams, and updated list of people requiring assistance are kept at the Fire Command Station and readily available for emergency responders

During an event, the Fire Safety Director leads the initial response. Responsibilities include:

- Verify or call 911
- Set up a command post at the main lobby annunciator panel
- Assign tasks to other emergency team personnel if available (investigate alarm floor, shut down HVAC, secure entrances, etc.)
- Communicate with floor wardens
- Relay what is known to emergency responders

Assistant Fire Safety Director

This person serves as an assistant to the Fire Safety Director and takes over those duties when the Fire Safety Director is out of the building or unable to perform them.

Property Management

In advance of an emergency, property management staff are responsible for:

- Emergency plan development and maintenance
- Staff training
- Recruiting and training floor wardens
- Overseeing regular drills and occupant instruction

Security

Security officers on the emergency team:

- Notify building management and engineering in the event of an emergency or alarm
- Secure and restrict building access as warranted
- Assist with emergency response efforts (evacuation or shelter in place)
- Administer first aid if properly trained
- Complete incident reports whenever emergency plan is implemented

Engineering

Engineers on the emergency team:

- Investigate alarm conditions and/or verbal reports
- Administer first aid
- Adjust building systems as directed by Fire Safety Director
- Assist with evacuations as necessary

Parking

Parking garage attendants:

- Restrict access to parking garage as needed
- Assist with evacuations from garage levels

Floor Warden Teams

The floor warden team on each floor consists of:

- **Floor Warden.** Under the direction of the Fire Safety Director, the warden leads the response on his or her floor. Responsibilities include:
 - Familiar with evacuation routes, exit stairwells, and reassembly area(s)
 - Knows emergency numbers and response procedures
 - Ensures evacuation routes are clearly identified and are not obstructed
 - Makes sure floor team members receive proper training
 - Notifies Fire Safety Director of any change in status to special needs occupants (name, work location, phone and e-mail, type of disability, mobility needs)
 - Updates Fire Safety Director on changes to floor warden team members
 - Leading emergency response, including remaining in communication with Fire Safety Director
 - Report back to Fire Safety Director after an evacuation to report status and roll call
- **Deputy Warden.** The deputy warden assists the floor warden as needed, assumed floor warden duties when warden is away.
- **Searchers.** Upon direction to shelter in place, relocate to another floor, or evacuate the building, one male and one female searcher on each floor are responsible for inspecting all work areas, break rooms, bathrooms, hallways, conference rooms, and other areas to ensure everyone has heard the announcement and is responding. Searchers close doors as they proceed.

- **Elevator Monitor.** Upon direction to shelter in place, relocate to another floor, or evacuate the building, the elevator monitor takes up position at the floor's elevator lobby and directs occupants to the SIP area or the stairwells.
- **Exit Stairwell Monitor.** Upon direction of floor warden, reports to stairwell and instruct employees to walk single file down the stairs, either relocating four floors below or evacuating the building. The monitor informs occupants to stay to the right and remain calm, and closes the door after use to prevent smoke from entering the stairwell.
- **Mobility Impaired Assistant.** A mobility-impaired assistant and backup assistant will be assigned to a person needing help in an evacuation or relocation. Responsibilities include helping the person prepare for shelter in place, internal relocation, or evacuation. In an evacuation, one assistant helps move the person to the stairwell landing and waits there until help arrives. The other assistant notifies the FSD or emergency responder.

Evacuation Procedures

Used when it is safer outside the building than in, evacuations can be partial (only those on certain floors leave) or full (everyone in the building leaves). Only stairwells may be used in evacuations.

The primary designated assembly area is Quincy Park at 11th and Quincy. The secondary assembly area is the parking lot on the northwest corner of 9th and Pollard. Occupants shall not return to the building until an “all clear” has been issued.

Fire Safety Director

- Put on emergency identification
- Report to Fire Control Room
- Notify all building staff, including parking attendant
- In a full building evacuation, recall elevators to the lobby
- Initiate evacuation either by putting floors into alarm or making PA announcement
- If needed to provide supplemental information, make PA announcement
 - Report what is known and steps being taken
 - Indicate which stairwells may be used
- Call 911 to provide update, then notify property manager
- Ensure monitoring company is notified
- Confirm location and status of mobility impaired occupants via floor wardens
- Ensure incident information, building diagrams, and master keys are provided to responding emergency personnel
- Direct engineer to adjust building systems as needed
- Collect floor status reports from wardens on their way out of building, and relay information to responders

Engineering

- Recall elevators to lobby if systems have not done so automatically
- Assess the situation and report findings to the Fire Safety Director
- Shut down building systems and utilities as directed by Fire Safety Director
- Greet arriving responders and direct them to Fire Control Room

Security

- Ensure exit doors are unlocked and unobstructed
- Assist as needed

Parking

- Raise parking gate exit arm
- Prohibit entry into garage

Warden Team Response

- Put on warden team identification
- Begin moving floor occupants to the nearest exit stairwell
- Stairwell monitors inspect stairwell for presence of smoke or other hazards
- Searchers inspect all areas of floor. Close but do not lock doors.
- Instruct occupants on where to go (exit building and head to assembly area).
Remind occupants:
 - Close office doors when leaving but do not lock them
 - Do not carry beverages, laptops, purses, or other objects
 - Women should remove high-heeled shoes before descending the stairs
 - Stay to the right to make room for firefighters to access the stairs
 - Descend quickly but do not run
 - Remain quiet and listen for instructions
 - Continue to assembly area
 - Do not return until an “all clear” has been issued
- Mobility impaired monitors move persons needing assistance to stairwell landing, one awaits help while the other notifies the Fire Safety Director or emergency personnel. Do not block stairwells.
- Report floor status to building staff member in main lobby upon exiting the building and proceed to external assembly area

Shelter in Place Procedures

Shelter in Place means remaining inside the building, either at your work area or moving to an area of relative safety (typically near the building's core). Historically, shelter in place was used for chemical spills and earthquake response, but in today's security climate, shelter in place has become an increasingly important response. It is now considered a standard component of any facility emergency plan.

Used when it is safer inside than outside the building, shelter in place may be invoked in response to:

- Civil disturbance
- Bomb threat (external)
- Hazardous material release
- Tornado, hurricane, or high winds
- Chemical, biological, or radiological release
- Police activity
- Earthquake

Shelter in place can take two forms:

1. Occupants remain at their work area
2. Moving to an internal refuge area on their floor

In some situations, such as a civil disturbance or an outdoor fire, it is sufficient to simply have people remain inside the building. Other scenarios, such as the threat of an explosion outside the building, require occupants to move to an area of relative safety away from windows.

Internal refuge areas should be designated in advance. Elevator lobbies and interior conference rooms, storage or file rooms, corridors, kitchens, and break rooms can all make good refuge areas. Access to bathrooms and water is recommended. Ideally, allow at least 10 square feet per person. If no safe refuge areas exist on a floor, designate appropriate spaces on nearby floors. (Note, however, that elevator lobbies are not good places to shelter when you have a hazardous material release inside the building. Elevator shafts continually draw air upwards, which may spread contaminants. In the event of a chemical, biological, or radiological release that has spread inside the building, instruct occupants to seek shelter in offices, conference rooms, and other contained areas with relatively few ventilation ducts.)

Fire Safety Director

- Report to Fire Control Room
- Direct Security Officer to investigate the situation
- Notify all building staff, including parking attendant
- Direct staff to recall elevators if warranted
- Notify occupants via PA. Tell them:
 - What is known and steps being taken

- What they should do – stay at their workstation or move to pre-defined refuge areas on their floor
- Call 911, then notify property manager
- If the incident involves a hazardous airborne contaminant inside or outside the building
 - Instruct engineer to shut down HVAC if warranted.
 - Close dampers and air intakes for an external airborne threat
 - Instruct tenants to shut down independently controlled AHUs
- Determine safest egress route out of the building for those who choose to leave
- Position available staff at egress point to persuade occupants to remain inside
- Ensure incident information, building diagrams, and master keys are provided to responding emergency personnel
- Update facility team and/or occupants often

Security

- Secure exterior doors. Persuade occupants to remain inside. Caution those who leave that they may not be allowed to reenter.
 - Prohibit reentry to building if conditions warrant
- When possible to do so, post signage on exterior doors: “Sheltering in Place: No Admittance.”

Engineering

- Recall elevators as directed
- Assess the situation and report findings to the Fire Safety Director
- Shut down HVAC as directed
- Direct arriving emergency responders to Fire Control Room

Parking

- Raise parking gate exit door
- Prevent entry into garage

Property Management

- Communicate with tenants via email

Warden Team Response

- Put on warden team identification
- Depending on the incident, direct floor occupants to remain at their workstations or to move to pre-determined shelter in place areas on the floor
 - Listen to instructions from the Fire Safety Director
- Take shelter in place supplies
- Only report problems to Fire Safety Director

Shelter in Place Supplies

Occupants and building staff should be prepared to remain on-site, with no outside help, for up to 72 hours after a major disaster. The following **recommended** supplies should be stored in easy-to-access locations and inspected semiannually. Replenish food, water, batteries, and any other perishable items as necessary. Make sure supplies are easily accessible and portable.

Individual Occupant Supplies

- Water bottles
- Food (snack bars)
- Hand sanitation gel
- Flashlight and batteries
- 72-hour supply of medicine
- Change of clothes, comfortable shoes

Warden Team Supplies

The following recommended warden team supplies are in addition to each warden's individual supplies:

- Extra food and water to last several days (1 gallon of water per person per day)
- Flashlights and batteries
- Radio and batteries
- First aid kit
- Sanitary wipes
- Toilet paper
- Garbage bags
- Can opener (if storing canned food)
- Evacuation mask
- Changes of clothes
- Work gloves
- Duct tape
- Glow sticks

Recommended Staff Supplies

The following recommended building emergency team supplies are in addition to individual supplies. Staff should maintain their own individual supplies, including medications.

- Extra food and water (include can opener if appropriate)
- Flashlights and batteries
- Radio and batteries
- First aid kit
- Sanitary wipes
- Toilet paper

- Garbage bags
- Plastic sheeting
- Duct tape
- Changes of clothes
- Glow sticks
- Work gloves
- Face masks (for earthquake search and rescue)
- Basic tools (for earthquake search and rescue)

Emergency Scenarios

Fire

Upon activation of a fire alarm system detector, the activation floor, floor above, and floor below will go into alarm, and all occupants on those floors must evacuate the building. This building is fully sprinklered. Elevators will recall only upon activation of a smoke alarm in an elevator lobby or shaft.

Fire Safety Director

- Put on emergency team identification
- Report to Fire Control Room to check alarm panel
- Call 911 with updates
- Dispatch Security Officer to check stairwell exit doors
- If needed to provide supplemental information, make PA announcement
 - Report what is known and steps being taken
 - Indicate which stairwells may be used
- Confirm status and location of mobility impaired occupants
- Collect floor status reports from floor wardens and relay information to responders
- Notify property manager
- Silence alarms and allow building to be reoccupied only upon authorization from Fire Department
- If fire is outside the building, set up a safety perimeter, restrict egress, and adjust HVAC if necessary

Security

- Check stairwell exit doors to verify they open freely
- Assist with evacuation as needed

Engineering

- Engineer investigate
 - Use the stairwells
 - Determine size and location of the fire and how fast it is spreading
 - If the fire is small and it is safe to do so, use an extinguisher to put out the fire
 - Have back to exit when using extinguisher
 - Close doors if fire cannot be extinguished
 - Update Fire Safety Director

Parking

- Raise parking gate exit door
- Prohibit entry into garage

Warden Response

Upon hearing an alarm,

- Put on warden identification
- Begin floor evacuation
- Report floor status to Fire Safety Director on the way out

Upon discovering a fire,

- Confine the fire by closing doors
- Begin immediate floor evacuation
- Call 911, then call building engineer
- Use fire extinguisher to put out the fire only if the fire is small and it is safe to do so
 - Have back to exit when using extinguisher
 - Close doors if fire cannot be extinguished

If you become trapped by a fire

- Barricade yourself in a room on the perimeter of the floor with a window. Close door and stuff cloth or other materials underneath door.
- Call 911 and report your exact location
- Tape a sign on the window to help signal your location.
- If smoke enters the room, breathe through a wet cloth
- Do not break a window

Medical Emergency

Tenants, wardens, and staff should administer first aid only if trained and if there is no risk of injury. Be particularly careful of contamination by blood-borne pathogens. Do not administer CPR or use an AED unless specifically trained.

Plan ahead by documenting where your emergency supplies and first aid kits are kept. Check regularly to ensure that these supplies are adequately stocked and their expiration dates are current. To prevent contact with bodily fluids, consider stocking latex gloves and protective glasses. Anyone who comes into contact with bodily fluids should wash the exposed area immediately with soap and water, and use water or saline solution to irrigate the eyes.

Fire Safety Director

- Confirm 911 call has been made
- Recall freight elevator for responding medical units
 - Hold elevator at lobby level for use by emergency responders
- Provide assistance as needed
- Inquire as to which hospital will be used

Engineer

- Recall elevator and hold for responders
- Secure area if any hazards or threats are present (broken glass, hazardous materials, blood, etc.)
- Hold elevator on incident floor to transport emergency responders and victim(s) to lobby

Security

- Greet first responders and escort them to freight elevator

Warden Team Response

- Alert building engineer and ensure 911 has been called
- Provide first aid if trained to do so
- Have a floor warden remain with the person. Keep the individual calm and comfortable.
- Have a floor warden wait in the floor's elevator lobby to usher emergency responders to the affected person
- Ensure employee's supervisor has been notified

Bomb Threat

While most bomb threats are hoaxes, take all threats seriously. Never touch a suspicious object. Use radios only when it is safe. Avoid use of radios, cell phones, and other mobile devices or transmitters in the vicinity when a bomb threat is credible.

If you receive a bomb threat via a phone call

- Keep the caller on the line as long as possible
 - If you can, signal to a co-worker to call 911
- Ask specific questions – where is the bomb, when will it detonate, what’s it made of, why did you plant it, etc.
- Write down all details (use the bomb threat checklist)
 - Caller’s age, gender, accent
 - Background noises
 - Whether the caller agitated, calm, etc.
- Upon completion of the call, immediately relay information to the Fire Safety Director and complete a bomb threat checklist

Fire Safety Director

- Call 911 and provide
 - Building name and street address
 - Type of threat
 - Details from call or visual description
- Notify retail, vendors, and property manager (who can assist with communications)
- Instruct and dispatch search teams if instructed to do so by law enforcement
- If a highly credible bomb threat is received and a suspicious object is found, update 911 and prepare for a full building evacuation

Security

- Search first floor common areas
- Notify incoming visitors and occupants in the main lobby that a bomb threat has been made
- Post signs on other entry doors that say “Building Under Bomb Threat: Enter at Your Own Risk.”
- Direct arriving emergency personnel to Fire Control Room

Engineering

- Report findings via landline to Fire Safety Director
- Direct arriving emergency personnel to Fire Command Station

Property Management

- Notify tenants that a bomb threat has been received and police have been called

Building Staff Search Team

If asked by law enforcement to search the building

- Turn off all cell phones and other mobile devices
- Inspect all reception areas, mechanical rooms, closets, corridors, restrooms, drinking fountains, planters, disturbed ceiling tiles, garbage cans, and roof
 - Wardens assist with search on occupant floors
- Search outside the building. Inspect garbage cans, parked cars, public spaces, planters, and outbuildings
- Report results to Fire Safety Director
- If suspicious item is found
 - Immediately evacuate that floor, the floor above, and the floor below. Evacuate the full building if warranted
 - Do not use light switches or electronic communication devices
 - Update 911, Fire Safety Director, and await bomb squad or other responders
 - If object is outside the building, instruct occupants to move away from windows and initiate shelter in place or restrict egress to the other side of the building
 - If object is near a window or door, make sure egress route and assembly area are not within the possible blast zone

Warden Response

- If asked by law enforcement to search tenant spaces, conduct search and update Fire Safety Director via runner
- **If a suspicious package or item is found, do not touch it.** Clear the immediate area and notify Fire Safety Director via runner
- Turn off and do not use cell phones, radios, pagers, or other personal electronic devices
- Confirm mobility-impaired persons have relocated safely
- Do not reenter the building until instructed to do so by a lawful authority

Bomb Threat Checklist

Follow these guidelines if you receive a telephone bomb threat:

- Keep the caller on the line as long as possible
- Ask him/her to repeat the message
- If possible, record every word spoken by the caller
- Inform the caller that the building is occupied
- Pay particular attention to background noises

Ask the caller the following questions, if possible:

When is the bomb going to explode? _____

Where is it right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

What is your address? _____

What is your name? _____

Record the exact wording of the threat: _____

Gender of caller: _____ Local or foreign accent: _____ Approximate age: _____

Threat Language

- Well-spoken Incoherent Educated Taped
 Foul Irrational Scripted Message

Voice of Caller:

- Calm Nasal Angry Stutter Excited
 Lisp Rapid Raspy Soft Deep
 Loud Ragged Laughter Clearing Throat Crying
 Normal Distinct Cracking Voice Disguised Slurred
 Whispered Deep Breathing
 Familiar; if voice is familiar, whom did it sound like? _____

Background Sounds:

- Street Noises Motor Factory Noises Office Noises House Noises
 PA System Static Music Voices Animal Noises
 Other, describe: _____

Date and time of threat:	
Name and position of person who took the threat:	
Number at which threat was received:	

[Please make photocopies of this template as needed. Provided by AK Preparedness: www.akpreparedness.com]

Natural Disasters

Earthquake

The safest place to be during an earthquake is underneath a protective object near the building's core. **Never try to exit a building during a quake.**

Precautions: Keep drawers and cabinets latched. Heavy objects should be secured or remain low to the floor. Secure larger shelves or furniture to the wall or floor. In a significant earthquake, emergency responders may not be available for many hours. Having emergency supplies (including basic search and rescue tools) on hand can also make a critical difference. Individual employees should have an updated personal emergency phone list.

Entire Response Team

- Duck, Cover, and Hold
 - Immediately get under a desk, table, or other sturdy object away from windows
 - Hold on to a table or desk leg to prevent being shaken into the open
 - Protect your head and neck
- Remain in place until all tremors cease. Do not attempt to leave the building during an earthquake. Areas immediately around tall buildings are among the most dangerous places to be in an earthquake.
- When shaking stops
 - Put on emergency vest, gather personal emergency supplies and radio
 - Open doors carefully and proceed cautiously while moving about building
 - Be aware of other dangers from falling debris, down power lines, holes in the floor, etc.
 - Confine radio use to essential communication

Fire Safety Director

- Report to fire control room. Check fire command panel to see if a fire has broken out. If fire conditions exist, initiate evacuation.
- Notify 911 only to report life-threatening injuries, fire, or gas leak
- Direct engineer to begin immediate inspection of building systems
 - Confirm that sprinkler system has water pressure
 - Check elevators for possible entrapment
 - Inspect stairwells to see if they are safe to use. If power has failed, verify that emergency egress lighting is on.
 - If power is out, disconnect the main power feed until circuits can be inspected for ground faults
 - Check emergency generator and diesel system
- If building damage jeopardizes occupant safety, initiate partial or full evacuation
 - As a precaution for aftershocks when outside, stay in open areas, away from buildings, street lights, and utility wires

- Anticipate aftershocks and secondary effects (fires, landslides, flooding, hazardous materials releases)
- Confirm mobility-impaired occupants have relocated to safe area
- Collect floor status reports from warden teams
- Tune in to local news media for up-to-date information
- Update occupants via PA as information becomes available

Engineering

- Visually inspect building for structural integrity
 - Inspect building exterior for broken glass
- Assess building systems and conduct search
 - Confirm that sprinkler system has water pressure
 - If power is out, disconnect the main power feed until circuits can be inspected for ground faults
- Check emergency generator
 - Check diesel system for leaks and integrity
- Report findings to Fire Safety Director
- Shut down building systems and utilities as warranted

Security

- Inspect stairwells to ensure they are safe and stairwell exit doors open freely
 - If power has failed, confirm emergency lighting is working
- Report to Fire Control Room and assist as needed

Warden Response

- Duck, Cover, and Hold
 - Immediately get under a desk, table, or other sturdy object away from windows
 - Hold on to a table or desk leg to prevent being shaken into the open
 - Protect your head and neck
- Remain in place until all tremors cease
- Do not attempt to leave the building during a quake. Areas immediately around tall buildings are among the most dangerous places to be in an earthquake
- In a major quake, when shaking stops, relocate occupants to the building core
- Conduct search and check for injuries; report damage and injuries to Fire Safety Director
- Administer first aid as needed
- Send stairwell monitor or warden into stairwell to check conditions should evacuation be ordered
- Prepare to shelter in place, relocate to a different floor, or evacuate as directed
 - Gather shelter in place supplies
 - Be prepared for aftershocks
 - Open doors carefully and proceed cautiously during internal relocation or evacuation

- Be aware of other dangers from falling debris, down power lines, holes in the floor, etc.
- Confirm mobility-impaired occupants have relocated safely
- Conduct roll call and report names and last known locations of unaccounted for floor occupants to Fire Safety Director

Flooding

Regional flooding typically arrives with advance warning, allowing occupants to evacuate safely before floodwaters arrive. Some floods, however, can occur without warning. During a flood watch:

- Review evacuation routes
- Check that all emergency equipment is operating properly
- Make sure all emergency supplies are on hand and available, including fuel for emergency generators.
- Check operations of sewage and sump pumps.
- Inspect the outside of the building, including roof levels and any cooling tower areas, for loose materials, cables, containers, etc.

Fire Safety Director

- Notify property manager, who will assist with tenant communications
- Notify 911 if warranted
- For an internal flood
 - Dispatch staff to identify source of leak
 - Initiate evacuation, internal relocation, or shelter in place as conditions warrant
 - Direct staff to
 - Restrict access to affected area
 - Move critical documents and equipment to a safe location
 - Locate and secure emergency supplies
 - Shut down all nonessential computers and electrical equipment
 - Move documents and critical equipment to safe location
 - Secure private offices and/or equipment rooms
- For an external flood
 - Monitor media, city and county officials, and other sources of information to determine recommended evacuation routes
 - Inform occupants that evacuation may be necessary. Encourage occupants to work from home when flood risk increases
 - If evacuation is impossible, initiate shelter in place or internal relocation as conditions warrant

Engineering

- Secure elevators as warranted. To minimize water damage to the cars, consider securing above ground
- For an internal flood
 - Identify source of leak, assess building systems, and report findings to Fire Safety Director
 - Shut off water control valves as necessary
 - If threat of electrocution exists, shut off power
 - Move documents and critical equipment to safe location
- For an external flood

- If threat of electrocution exists, shut off power
- Shut down all nonessential computers and electrical equipment
- Move documents and critical equipment to safe location
- Secure private offices and/or equipment rooms

Security

- For an internal floor, restrict access to affected areas
- For an external floor
 - If water enters building, restrict access to affected areas
 - Secure building if possible after building evacuation

Parking

- Restrict access to affected areas in garage

Property Management

- Update occupants via email as information becomes available

Warden Response

- Put on emergency identification
- Be prepared to initiate evacuation or shelter in place as conditions warrant
 - For evacuation, instruct occupants to shut down all nonessential computers and electrical equipment, and secure private offices and/or equipment rooms when time permits
 - Confirm mobility-impaired occupants have relocated safely
 - Conduct roll call and update Fire Safety Director as necessary

Tornado or High Winds

Tornados can strike with little warning and cause catastrophic damage. Take tornado watches and warnings seriously.

- Tornado Watch: Conditions are right for tornado formation
- Tornado Warning: A tornado has been spotted or detected on radar

Fire Safety Director

- Tune in to local news media for updates
- Notify occupants of current conditions (tornado watch or warning) as warranted
- Initiate shelter in place when conditions warrant
 - Seek refuge away from windows
- Anticipate power and utility failure

Security/Engineering

- If time allows, secure outdoor items and bring smaller items indoors
- Secure front swing doors
- Secure elevators
- Be prepared for power and utility failure

Warden Response

- Put on emergency identification
- Be prepared to move occupants to shelter in place areas or relocate to a different floor as directed
 - Draw draw blinds, if safe to do so, before moving to interior locations
- Should a tornado strike, remain inside, move away from windows, and stay as low as possible

Severe Winter Storm

Severe winter storm definitions include the following:

- Winter Storm Watch: Heavy snow and/or ice may occur within 12 to 36 hours
- Winter Storm Warning: Hazardous winter weather is occurring, imminent, or likely
- Blizzard: Heavy snowstorm, strong winds of at least 35 mph, and poor visibility (1/4 mile or less) for 3 hours or more.

Fire Safety Director

- Determine: What is the storm's direction and how quickly is it moving? Has the building already been damaged from the storm? What, if anything, are authorities instructing people to do?
- Tune in to local news media for up-to-date information and take the necessary steps when building evacuation is not warranted
- Clear walkways and driveways, building entrances, and parking lot.
- Remove snow from around emergency exit doors to prevent blockage
- Keep areas around fire hydrants, fire department connections, sprinkler valves, and standpipe connections clear
- Check and clear roof of snow loads if appropriate and safe to do so
- Check and clear down spouts and street drains
- Monitor temperature and water pipes in unoccupied areas
- Follow the instructions from public officials and emergency personnel

Property Management

- Communicate with tenants

Gas Leak

A confirmed or suspected natural gas leak requires an immediate response. All staff should avoid creating any sort of spark. Do not turn appliances or light switches on and off, including flashlights. Do not use cell phones, telephones, radios, or electronic devices in affected areas. Use radios only when it is deemed safe.

Entire Response Team

- Put on emergency identification and take radio
 - Confine radio communication to essential information

Fire Safety Director

- Report to Fire Control Room
- Direct engineers to determine source of leak (location, whether it is a building or tenant system or outside the building)
- Notify Security, retail, vendors
- Contact gas company and 911 if appropriate
- If leak is outside the building
 - Initiate shelter in place if threat of explosion exists (*see Shelter in Place section*). Move occupants away from windows.
 - Ensure HVAC and all air intakes are shut off
 - Prepare for gas shutoff
 - If smell of gas enters building, initiate evacuation if warranted
- If leak is inside the building
 - Evacuate affected and adjacent floors (*See Evacuation section*). Consider full building evacuation if warranted and safe to do so.
 - Shut off natural gas supply to building as needed
 - Inform all staff and occupants to not use light switches, matches or lighters, flashlights, cell phones, radios, or electronic devices in affected areas

Engineering

- Determine source of leak (location, whether it is a building or tenant system or outside the building)
 - If leak is confirmed, call 911
 - Update Fire Safety Director
- If leak is outside the building
 - Shut down HVAC and all air intakes
 - Prepare for gas shutoff
- If leak is inside the building
 - Shut off natural gas supply to building as needed

Warden Response

- Initiate shelter in place or evacuation as directed

- Do not use anything that could create a spark, including appliances, light switches, matches or lighters, flashlights, cell phones, radios, or electronic devices, in affected areas

Explosion

Explosions can be caused by fuel leaks, over-pressurized containers, or bombs. The airborne contaminants generated by an explosion can be as harmful as the initial blast and require significant remediation and cleanup. A significant blast may disrupt key egress routes and building systems. Do not use cell phones or other transmitters in the vicinity. Use radios only when it is deemed safe.

Fire Safety Director

- Report to Fire Control Room
- Determine
 - Was the explosion inside or outside the building?
 - Are there any casualties?
 - What was the source?
 - Are there airborne hazards?
 - Is there a threat of a second explosion?
 - Were any building systems damaged (electrical, water, elevators, gas, fire pumps)?
- Call 911
- If explosion was outside the building
 - Direct those outside to seek shelter
 - Consider implementing shelter in place
 - Shut down HVAC system if warranted. Close all dampers and air intakes.
- If explosion was inside the building
 - Recall elevators
 - Initiate partial or full evacuation
 - Instruct occupants to open doors carefully and watch for falling debris
 - Ensure HVAC is shut down on affected floor(s). If contaminants are confirmed inside building, ensure air flow is adjusted to purge internal air.
 - Instruct tenants to shut down independently controlled air handling units
 - Do not allow elevators to be used if airborne contaminants are present or if elevators could have been damaged by the blast

Engineering

- Investigate the situation and keep Fire Safety Director informed
- If explosion was inside the building
 - Recall elevators
 - Shut down HVAC on isolated floor(s). If contaminants are confirmed inside building, adjust air flow to purge internal air.

Security

- If explosion was outside the building implement lockdown

- If explosion was inside the building ensure exit doors are unlocked and unobstructed in preparation of evacuation

Parking

- Raise parking gate exit doors
- Prohibit entry to garage

Warden Response

If an explosion occurs on your floor

- Call 911 and building engineer. Report any injuries.
- Immediately evacuate the floor. Don't wait for instructions.
 - Instruct occupants to open doors carefully and watch for falling debris
 - Be alert to possible second explosion
- Administer first aid if necessary and properly trained

Hazardous Materials Spill

Hazardous materials include many common items, such as paint thinners, solvents, hydraulic fluid, etc. **Do not attempt to clean up a hazardous material spill unless specifically trained to do so.** For a hazmat spill outside the building, the best response is usually to remain inside. Close all doors to the facility and shut down HVAC.

Fire Safety Director

- Dispatch engineer to investigate
- Notify property manager, who will assist with tenant communications
- Initiate full or partial evacuation if necessary
- Call 911 if there are injuries
- For a spill inside the building, instruct tenants to shut off independently controlled air handling units, if applicable

Engineering

- If the spill is inside, investigate and halt spread of material if safe to do so
- Proceed with cleanup if staff is trained for that substance. If not, call specialized vendor or 911.
- If there is a risk of airborne transmission, recall elevators and shut down HVAC
- Shut down electrical equipment or other building systems if spill threatens an explosion, fire, or equipment contamination

Property Manager

- Notify tenants as appropriate

Warden Response

- Alert the building engineer
- Put on emergency identification
- If someone is overcome by fumes or has injuries, call 911. Apply first aid only if the nature of the threat is known and there is no risk of personal injury. Otherwise, wait for emergency responders to provide aid.
 - If safe to do so, a designated member waits at elevator lobby to usher emergency responders to injured person(s)
- Evacuate part or all of floor as necessary, closing doors. Prevent people from approaching the substance.
 - Ensure mobility-impaired occupants relocate safely
- If safe to do so, determine the quantity of released material and whether the spill is contained or spreading

CBRN Release

Chemical, biological, radiological, and nuclear releases can be intentional, though they are far more likely to be accidental, such as a tanker truck spill or release from a medical research facility.

Biological releases typically take several days to generate symptoms, while chemical spills tend to create visible symptoms immediately – eye or skin irritation, trouble breathing, nausea, etc. In many chemical spills, simply removing contaminated clothes and rinsing with water can remove 90 percent of the harmful agent.

Radiation diminishes quickly with distance, so the best response is to leave the affected area. Contaminated individuals should remove clothes and rinse with water.

For releases outside the building, the best response is usually to remain inside.

Fire Safety Director

- Report to main lobby
- Call 911 and property manager
- Determine
 - Was the release inside or outside the building?
 - What was the source or substance?
 - Are there any casualties?
 - Are there airborne hazards?
 - Wind direction?
 - Is it safer inside or outside the building?
- Recall elevators
- For a spill outside the building, initiate shelter in place
- For a spill inside the building
 - Recall elevators
 - Shut down HVAC
 - Instruct tenants to shut off independently controlled air handling units
- Initiate evacuation or shelter in place as appropriate

Engineering

- Recall elevators
- Assess the situation and report findings to Fire Safety Director
 - Do not enter areas that appear unsafe
- If release is outside
 - If HVAC is to be shut down, close all air intakes and dampers
 - Secure exterior doors
- If release is inside
 - Shut down HVAC units. Close all air intakes and dampers, including exhaust dampers, as appropriate.

Security

- If release is outside, secure exterior doors and restrict access as appropriate
- If release is inside, direct occupants away from incident

Parking

- If release is outside, seek refuge inside the building

Warden Response

- Put on emergency identification
- Call 911 to report any injuries
- Call building engineer. Relay details on any injuries.
- Clear occupants from the immediate area. Do not allow non-emergency responders back into the area.
- Do not allow occupants who were exposed to leave the area – this can cause further contamination. Inform all possibly contaminated individuals to move to a quarantine area.
- If conditions permit, have potentially contaminated individuals wash their hands, face, and other exposed skin with soap and water
- For a spill outside the building, shut down independently controlled air handling units

Elevator Entrapment

In the event of an elevator entrapment, the primary concern is for passenger safety. Establish and maintain communications with trapped passengers to monitor the urgency of the situation. Try to find out how many people are trapped and whether anyone has a health condition (asthma, diabetes, heart ailment, etc.) or has been injured. Call 911 immediately when someone's health appears at risk or if there is any indication of danger, including occupant panic.

Make no attempt to force open the elevator doors and rescue passengers, as injuries may occur. Only emergency personnel or the elevator contractor should try to free the trapped passengers.

Fire Safety Director

- Dispatch staff to floor nearest the stuck elevator car to establish contact with trapped individuals and determine:
 - Where car is stuck
 - How long it has been stuck
 - How many people are inside the car
- Also determine whether there are any injuries or medical conditions
 - **Call 911 or medical unit if there is any indication of medical emergency or occupant panic**
- Contact appropriate contractor and request estimated time of arrival
- Notify property manager
- Usher contractor or emergency personnel to trapped elevator floor

Engineering or Security

- Report to floor nearest elevator car to establish and maintain communication with those who are trapped. Explain what is being done and encourage calm.
- Do not attempt to pry doors open
 - **Call 911 or medical unit if there is any indication of medical emergency or occupant panic**

Utility Failure

Fire Safety Director

- Determine:
 - Does outage affect one floor? Entire building? Neighboring buildings?
 - Is occupant safety jeopardized?
 - Confirm no one is trapped in elevator
- Notify appropriate utility
- Make initial communication to tenants. Explain what is known, what is being done, and what they should do.
- In power outage, ensure backup generator is in service and fuel supply is adequately stocked

Engineering

- Assess the situation
 - Confirm generator is operating during power outage. Start manually if necessary
 - Monitor generator's fuel supply

Security

- Check building security systems during power outage
 - Verify that exit-door locking mechanisms have unlocked
 - Confirm no one is trapped in elevator

Civil Disturbance

Office buildings are occasionally the location for civil demonstrations, rallies, and protests. In some cases security may need to restrict access to the building and/or ask occupants to remain inside.

Never argue with demonstrators. Maintain a neutral position and remove yourself from the area.

Fire Safety Director

- Monitor events via visual inspection, media reports, and police
- Report any injuries to 911
- Notify tenants and vendors
- Initiate shelter in place (remain at workstations) or lockdown as necessary. If threat of explosion or broken glass exists, move occupants to pre-defined shelter-in-place areas.
 - Instruct occupants to draw blinds, if safe to do so, before moving to interior locations
 - Advise them not to return to their workstations until an “all clear” has been issued

Security

- If time allows, consider removing objects that can be thrown from building perimeter (tables and chairs, garbage cans, small planters, etc.)
- Monitor events via visual inspection, media reports, and police
- Report any injuries to 911
- When conditions warrant, restrict access to the building, including operation of elevators and access to stairwells and lobby. Occupants that insist on leaving should be diverted to the safest exit, away from the crowd.
 - Roll down garage gate as warranted
 - Prepare for lockdown

Engineering

- Be prepared to shut down HVAC if necessary

Warden Response

- Put on emergency identification as warranted
- Prepare to initiate shelter in place if instructed to do so
 - Close blinds if safe to do so prior to moving to interior locations
- If demonstrators appear on your floor, alert security
 - Maintain a neutral position and move away from the area

Workplace Violence/Threatening Situation

Be alert to early warning signs of violence, such as angry outbursts, combativeness, and overreaction to seemingly minor issues. Indications of drug or alcohol abuse and displays of intolerance or social withdrawal are also early warning signs. Encourage employees to keep Property Management and HR advised of any potential violent behavior and any orders of protection. Should you feel threatened by an angry or suspicious person, remove yourself from the situation and call security.

Indicators of when to call 911:

- Verbal or written threats that would cause harm to a person or property
- Physical threats or acts of violence to a person or property
- Threat or evidence of a weapon (*see Active Shooter*)
- Rage or severe mood swings
- Drug- or alcohol-induced state

NOTE: Consider implementing building lockdown when perpetrator(s) are outside the building, on the move, or their location is unknown. Consider implementing partial or full evacuation when perpetrators are stationary and evacuation can be executed safely.

General Response

- Quickly and quietly remove yourself from a situation where someone becomes excessively angry and you are concerned for your safety. Then, if appropriate, call 911, then notify the Emergency Response Director
- If you cannot remove yourself from the situation, listen quietly and do not argue. Remain observant but do not stare
- In a hostage situation
 - Remain calm and nonthreatening
 - Move slowly
 - Comply with demands
 - Engage in conversation so long as it does not provoke the hostage taker; do not engage in political or ideological discussions
 - Stay low if possible
 - Do not attempt to escape unless there is an extremely safe opportunity that is highly likely to succeed.
 - Should shooting erupt, immediately lie flat on the floor in a prone position
- When police arrive, keep your hands visible, avoid sudden movements, and follow instructions. Answer questions and do not argue or resist. Wait until the chaos subsides.

Fire Safety Director

- Call 911
- Try to determine:
 - Number of perpetrators

- Is it a visitor or building occupant?
- Has anyone been injured?
- Are weapons present?
- Are there hostages or demands?
- Notify Property Manager
- Be prepared to initiate evacuation, shelter in place, or lockdown as appropriate
- Call 911 and provide updates as situation unfolds

Property Manager

- Notify tenants of situation as appropriate

Security

- Meet arriving law enforcement officers

Floor Wardens

- If a threatening encounter occurs on your floor, call 911 and immediately alert the building engineer
- Move employees to positions of safety away from the event
- See *General Response* above

Active Shooter

Responding to active shooter incidents are extremely hard to plan for in advance. Building staff will need to quickly make the best decisions they can based on the information at hand.

Active shooter situations are unpredictable and can escalate quickly, often ending within 5 to 15 minutes, sometimes before emergency responders arrive. Because these situations are extremely dangerous and unpredictable, it is impossible to implement a coordinated building-wide response in most cases.

Acting quickly is critical, and individuals need to make their own decisions as to how to react and protect themselves. Circumstances may change and emergency responses may need to be altered quickly as new information becomes available. If staff and employees find themselves in an active shooter situation, below are response options that each individual has. Remember that as conditions change, so might each individual's response.

General Response

- Immediately move away from the perpetrator when his/her location is known. Do not collect personal belongings. Evacuate the premises, if safe to do so, and move far away from the building.
- Call 911 from a safe location. Report:
 - The name (if known), description, and location of the gunman
 - The number of perpetrators
 - The type of weapons
 - Whether any shots were fired
- If you cannot evacuate, hide
 - If possible, avoid places where you might get trapped or that would restrict movement
 - Lock or barricade the door using heavy furniture
 - Silence mobile devices and alarms
 - Turn out lights and turn off any radios or TVs
 - Stay low to the ground and away from windows
 - Remain quiet
 - If you are with others, do not huddle together
- If the gunman enters your hiding area and escape is impossible, look for improvised weapons to throw (staplers, phones, lamps, scissors, etc.)
- When police arrive, keep your hands visible, avoid sudden movements, and follow instructions. Answer questions and do not argue or resist. Wait until the chaos subsides

Fire Safety Director

- Upon reports of shots fired or a gunman in the building, from a safe location call 911
- If safe to do so, make PA announcement. Report what is known

- **Do not instruct occupants to evacuate or shelter in place.** Provide what information is known (report of shots fired on 5th floor, gunman last seen in lobby, etc.)
- Do not pull the fire alarm
- Notify property manager
- See *General Response* above

Property Manager

- Notify tenants via email and phone

Warden Response

- If a violent encounter occurs on your floor, call 911 and immediately alert the building engineer and others on your floor
- See *General Response* above

Pandemic Flu or Staph Infection

Antibiotic-resistant staph infections are an increasingly common public health concern. Untreated staph infections can lead to lifelong impairment or death. During an outbreak, the following protocols can help contain the spread of infection.

General Response

- Wash hands often; dry with disposable towels.
- Use a hand sanitizer with at least 62 percent alcohol
- Do not touch nose, eyes, or mouth
- When coughing, cover mouth with your elbow, not your hand
- If you are ill, stay home
- If you have a staph infection, keep it covered. Seek treatment immediately

Staff Response

- Escalate cleaning protocols. Assemble a stockpile of disinfectants in advance.
- Conduct training or education campaigns for occupants
- Consider setting up hygiene stations in the lobby, entrances to cafeterias, and other gathering places
- In a pandemic, prepare for mass staff and occupant absenteeism in every category – engineering, property management, accounting, etc.
- In a pandemic, consider securing supplies adequate for several months, as transit and supply chain disruptions may make many staples unavailable
- Discourage public meetings

Appendices

Appendix A – Building Systems Information

Stairwells

Stairwell	Floors	Pressurized	Standpipe	Unlock on Alarm	Exits to	Roof access
A	P2 to 8	Yes	Yes	Yes	Lobby	Yes
B	P2 to 8	Yes	Yes	Yes	Corridor near NE exit door	No (only via ladder and ceiling hatch)
<ul style="list-style-type: none"> • Both Stairwells have a physical separation on Floor 1 – occupants descending from above must leave the stairwell on Floor 1 and reenter the stairwell through an adjoining door in order to proceed to parking levels. • Standpipe isolation valves on each floor located in Stairwell A • Stairwell door locks can be released from Fire Control Room 						

Elevators

Bank	Cars	Floors Served	Notes
Main	1 – 4	P2 to 8	Car 3 is freight Alternate recall floor is 2
<ul style="list-style-type: none"> • Cabs may be recalled from Fire Control Room • Cabs will only recall upon activation of a smoke detector in an elevator lobby or a heat detector in an elevator shaft • Elevator emergency intercoms connect to Datawatch monitoring service • Elevator shafts are pressurized • Elevator machine rooms for all cabs located on Penthouse 			

Alarm System

Feature	Notes
Control Panel	Edwards EST 3
Activation	Smoke, heat, duct and flow detectors Manual pull stations
Alarm Floors	Activation floor, floor above, and floor below
Alarm Signals	Slow whoop and strobes, plus a pre-recorded voice announcement
Fire Dept. Notification	Via external monitoring company (Kastle)

Fire Protection Systems

Feature	Location	Notes
Sprinklered	Fully	
Smoke Detectors	Throughout	
Pull Stations	Located in elevator lobbies, at building egress doors, and near all stairwell doors	
Extinguishers	Throughout	

Emergency Equipment & Systems

Feature	Location	Notes
Generator	Penthouse	275 gallon fuel tank on north wall of P2
Egress Lighting	Stairwells and corridors	Powered by generator
AED	On all floors 4 – 8	
Evacuation Chairs	None	
Eyewash Station	None	

Communications

Feature	Location	Notes
PA System	Fire Control Room	Fully addressable
Firemen's Phones	In cabinets in both stairwells, elevator lobbies	
Emergency Phones	None	
Elevator Car Phones	In all cabs	Connects to Datawatch Monitoring Service (Building ID-I1257)
Intercom	None	
Two-way Radios	None	

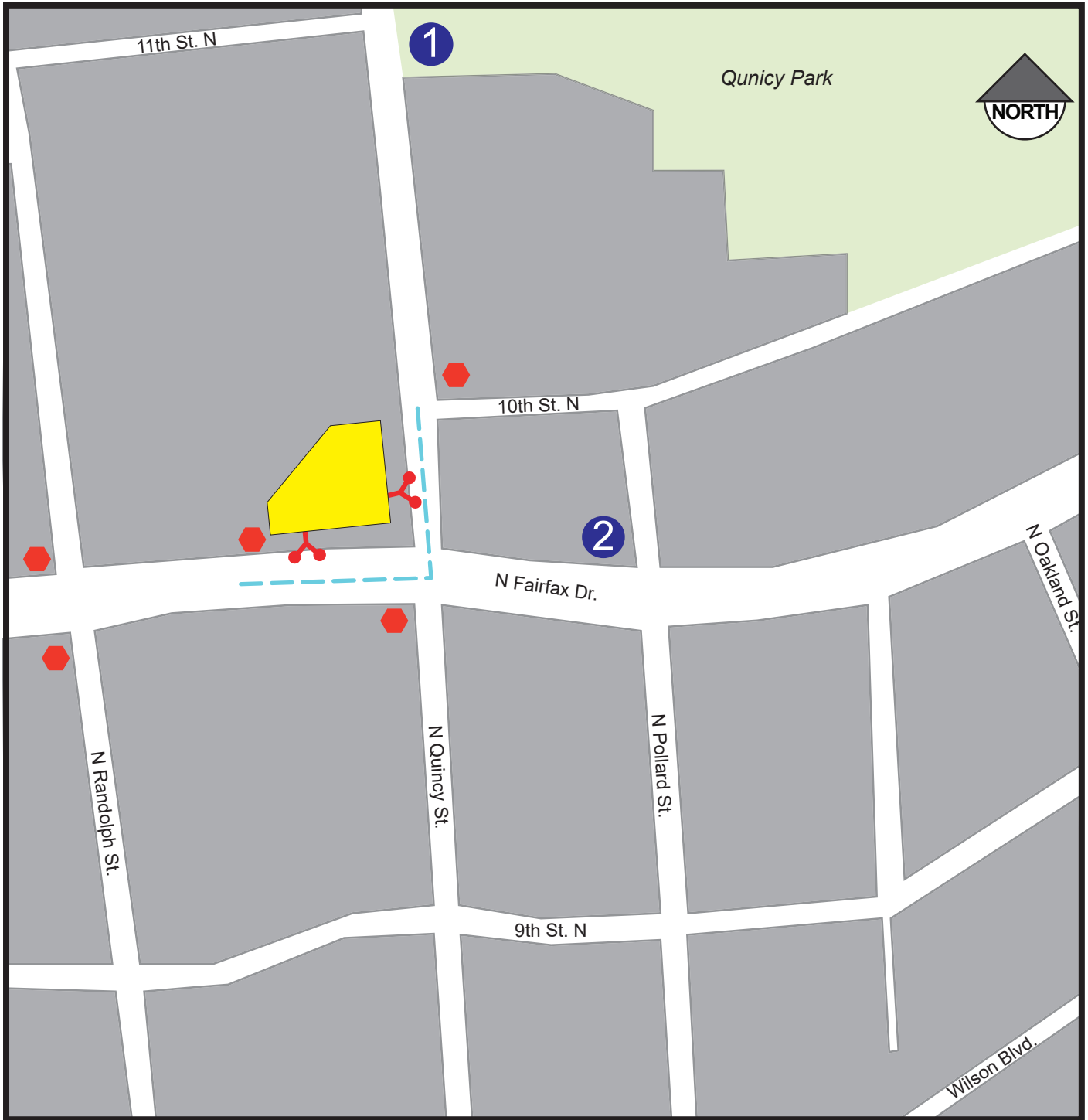
Appendix B – Assembly Areas and Command Posts





	Primary	Secondary
External Assembly Areas	Quincy Park, one block north of building at 11 th and Quincy	Parking lot on NW corner of 9 th and Pollard, southeast of building
Incident Command Posts	Fire Control Room	Sidewalk north of building on Fairfax

Appendix C – Diagrams

Floor Plan Diagrams

Site Plan

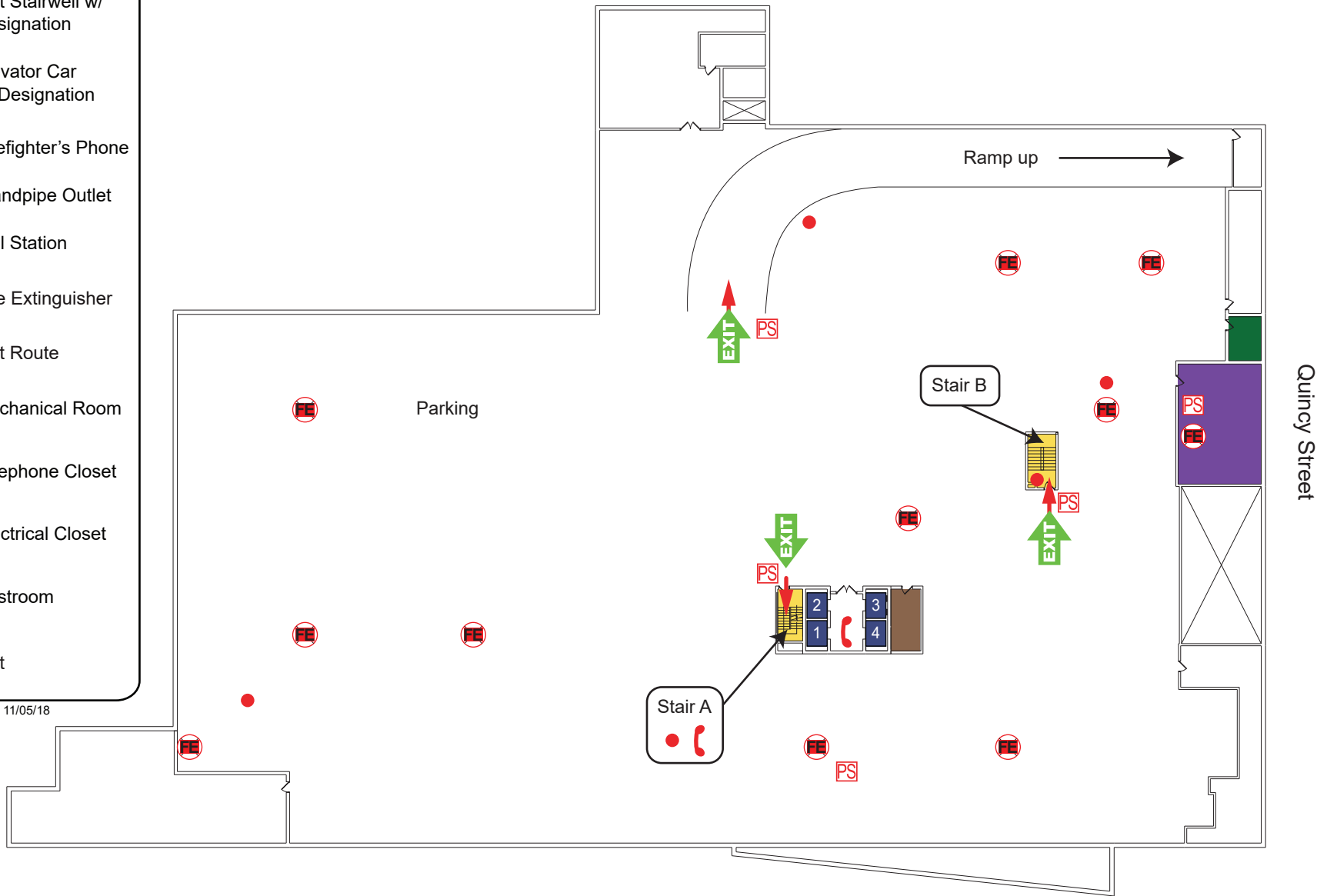


	Fire Department Apparatus Access	Building footprint marked in yellow.
	Building Occupant Assembly Area	Assembly areas: #1: Quinicy Park, on 11th St. and Quincy St., north of building
	Fire Hydrant	
	Fire Department Connection	#2: Parking lot on the corner of 9th St. and Pollard St., southeast of the building

4001 N. Fairfax Drive
Arlington, VA 22203

	Exit Stairwell w/ Designation
	Elevator Car w/ Designation
	Firefighter's Phone
	Standpipe Outlet
	Pull Station
	Fire Extinguisher
	Exit Route
	Mechanical Room
	Telephone Closet
	Electrical Closet
	Restroom
	Exit

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Floor P1

Fairfax Drive

Quincy Street

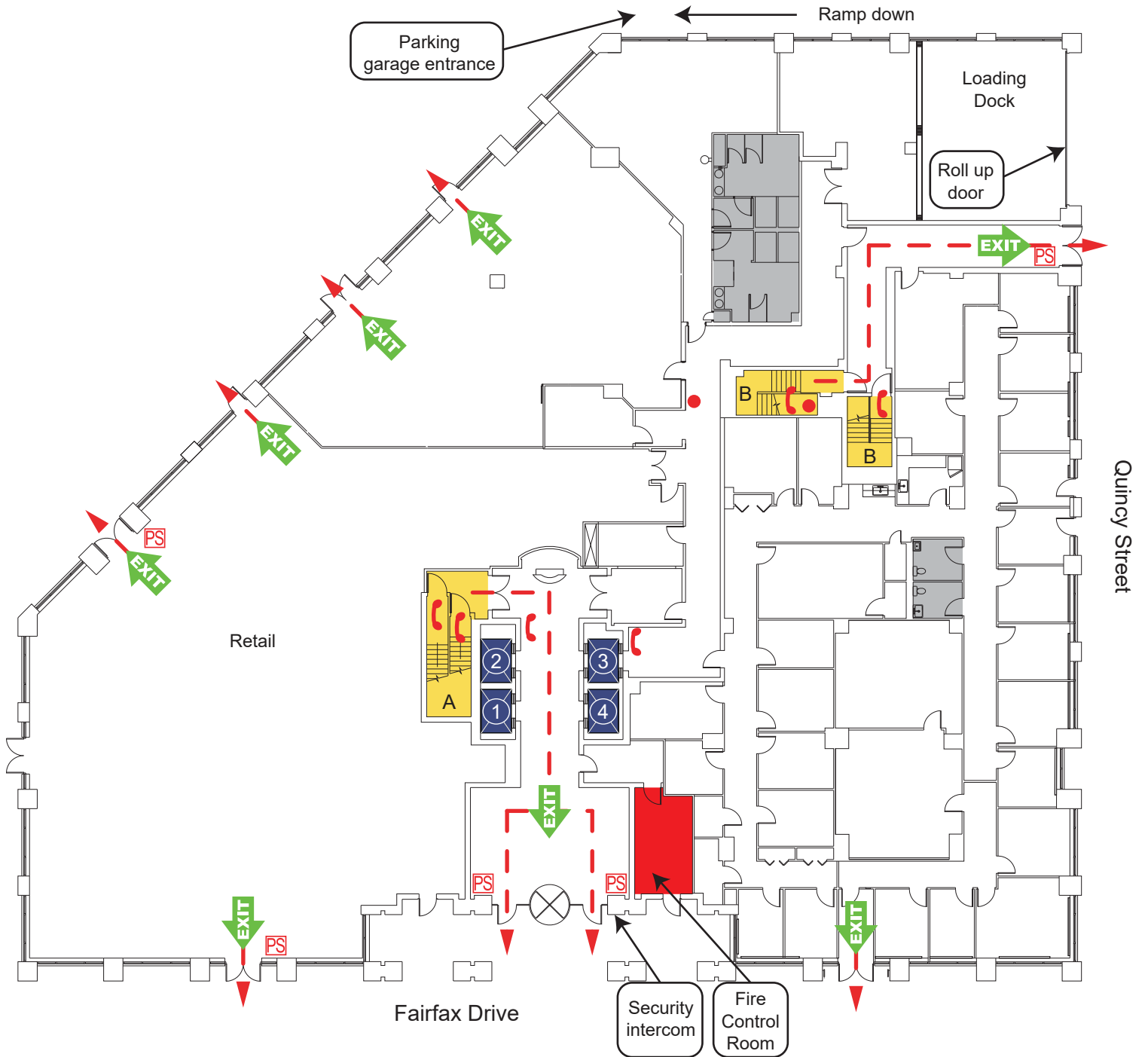
4001 N. Fairfax Drive
Arlington, VA 22203

	Exit Stairwell w/ Designation
	Elevator Car w/ Designation
	Firefighter's Phone
	Standpipe Outlet
	Pull Station
	Fire Extinguisher
	Exit Route
	Mechanical Room
	Telephone Closet
	Electrical Closet
	Restroom
	Exit

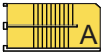











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Floor 1



4001 N. Fairfax Drive
Arlington, VA 22203

	Exit Stairwell w/ Designation
	Elevator Car w/ Designation
	Firefighter's Phone
	Standpipe Outlet
	Pull Station
	Fire Extinguisher
	Exit Route
	Mechanical Room
	Telephone Closet
	Electrical Closet
	Restroom
	Exit

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Floor 8
Typical of floors 2 to 7

