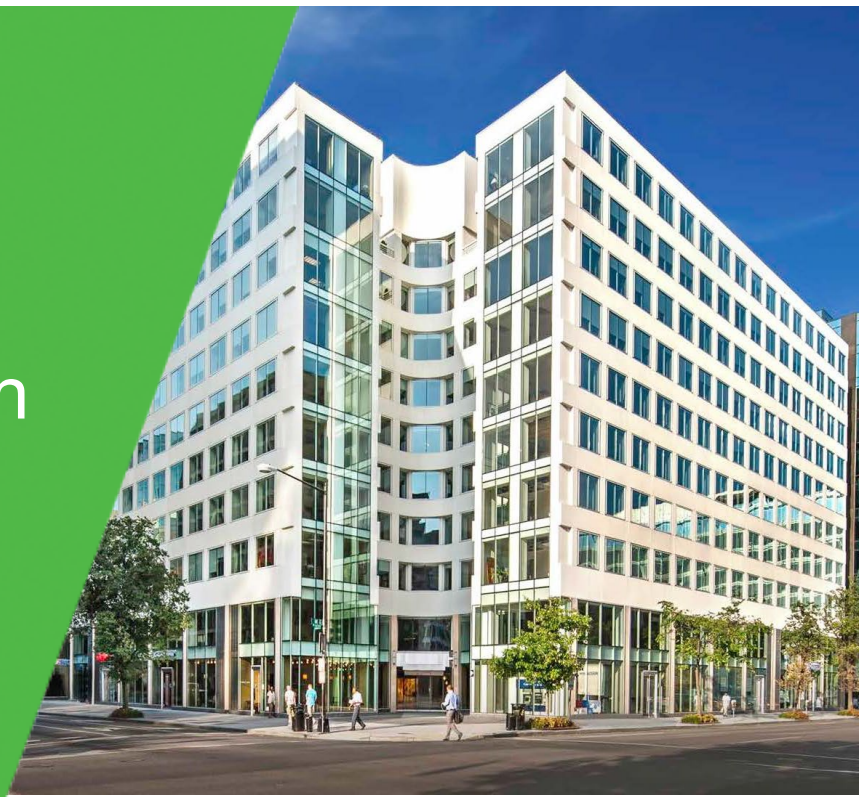
Emergency Response Plan

1800 M Street



Property Team

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Timothy Eagney, Asst Chief Engineer
Blake Jones, Building Engineer
Randi White, Building Engineer
Andrew Leung, Maintenance Technician

Regional Team

Tim Kelly, Director of Operations
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1. Disaster Prevention

Objectives

Disaster prevention comprises the areas of planning and executing preventive maintenance of building systems, periodic safety inspections of the facility, annual safety engineering inspections on the part of the buildings insurance company, adherence to building codes (in particular to life safety items, as part of any approved improvements construction process). Additionally, ensuring staff receives regular safety training, ensuring that multi-faceted communications channels with staff, tenants, and customers are established and maintained, and conducting periodic drills with both staff and tenant base to ensure that response to threat conditions is well planned and orderly is necessary.

Disaster Prevention Practices

In addition to the inspection practices outlined under “Disaster Prevention Inspections”, the building conducts quarterly review and training exercises with building staff. Additionally, annual tenant procedures review and an annual emergency evacuation drill are held. A sign-in list at the procedures review and a written critique are used to document these latter events after the evacuation drill.

A listing of emergency supplies as shown in the “List of Emergency Supplies” schedule is maintained at the building.

Columbia Property Trust property management site employees are cross-trained between properties to provide readily available substitute and back up coverage if needed.

Columbia Property Trust Senior Management and Building Managers participate in periodic regional emergency procedures review forums, and regularly monitor local threat conditions through municipal and federal information channels. As a result, regular property management activities include disaster prevention and planning.

Disaster Prevention Inspections
Building Management will perform semi-annual disaster prevention inspections using Disaster Prevention Inspection Checklist (see Forms).

- Periodic fire extinguisher inspections occur annually under service contract at the property.
- Periodic fire sprinkler system inspections and testing occurs quarterly for sprinkler systems and annually for fire pump evaluation.
- Periodic fire alarm system testing, and inspection occurs annually under a service contract.
- Periodic testing of the fire pump occurs weekly by the building staff.
- Periodic elevator testing and inspection occurs annually under contract through a municipally approved private industry inspection company.

- Periodic testing of emergency generator occurs weekly by building staff members and is inspected and serviced quarterly under a maintenance services agreement.

- Building staff maintains and updates critical equipment inventory, material sourcing, maintenance requirements, and service company contacts.

2. Emergency Response Team

1800 M Street is staffed Monday through Friday between the hours of 4:00 AM and 6:00 PM. The building is not staffed by property management personnel on Saturdays, Sundays, or Holidays, unless operationally necessary.

- Emergency Coordinator – Lakechia Jackson
- Chief Engineer – Shawn Smith
- Assistant Chief Engineer and HVAC Technician – Tim Eagney
- Maintenance Persons – Blake Jones and Randi White
- Back-Up Engineer – Andrew Leung

The Appendix includes contact information for the Emergency Response Team, Emergency Responders, Vendors, Tenants and Clients.

Also included in Appendix is the Employee Assignment Matrix that outlines the responsibilities of each team member in the event of a variety of crises.

Fire, Smoke and Explosion

General Procedures
If you discover fire or smoke:

1. Move everyone away from the affected area and close doors to confine the fire.
2. Immediately notify the fire department at 911. (The ten digit number for the Fire Department 202-673-3201 should only be used if a problem occurs within the 911 system). Give the following information:
    - Building Name: 1800 M Street
    - Building Address: 1800 M Street, NW
    - Nearest Cross Street: M Street
    - Location and Type of Alarm
    - Your call back number: 202-452-1800
3. Do not hang up until the 911 operator tells you it is okay to do so.
4. Activate the fire alarm at the nearest Fire Alarm Pull Station and contact on-site building personnel by radio.
5. If you decide to make an attempt to fight a small fire, be sure to have someone with you, with another extinguisher. Also, make sure your back is facing an exit. Don't jeopardize your safety. It may be best to wait for the Fire Department.
6. Direct tenants to the exits and evacuate the floor.
7. When you hear or see the fire alarm being activated, the Building Engineer should, unless directed otherwise, proceed to the Fire Control Room to oversee staff operations.

8. Ensure that announcements have been made, the HVAC system has been shut down, elevators have been recalled, and the Fire Department is being met by building personnel.

9. If you are trapped inside an office or room, wedge cloth material along the bottom of the door to keep smoke out. Close as many doors as possible between you and the fire.

10. Use the telephone (if available) to notify the Fire Department of your status at 911 (The seven digit number for the Fire Department 202-673-3201 should only be used if a problem occurs within the 911 system). Also notify the other building personnel by telephone and/or by radio.

11. Do not open or break a window unless smoke becomes intolerable. Once a window has been broken, it will become impossible to close, if necessary.

12. If there is no fire and/or the Fire Department gives an “All Clear,” ensure that the activated smoke detector or pull alarm has been reset, and then have the fire alarm panel reset. If the sprinkler system was activated, the affected sprinkler head(s) must be replaced before the panel can be reset.

13. If a fire has been extinguished, the alarm system cannot be reset without the approval of the Fire Department. Assist tenants that have evacuated the floor or building.

14. Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks or removes any required smoke detector shall be guilty of a misdemeanor. Any person, who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor.

15. If you are in an office and observe or hear an explosion leave the fire area, close all doors and take keys.

16. Activate the fire alarm at the nearest Fire Alarm Pull Station. Evacuate the building; use the exit stairways. Do not use the elevators to leave the building.

Emergency Response Team Procedures and Management Responsibilities

When the fire alarm system sounds, the Emergency Coordinator should report to the fire enunciator to determine source of alarm and ensure that Fire Department has been notified.

1. Assign Emergency Response Team (ERT) to report to the location of the fire alarm. Maintain contact and take action based upon report.

2. Assign ERT members or engineering staff to standby Life Safety Emergency Systems and emergency generator.

3. Meet the fire department commander and advise the nature of the emergency and action being taken. Provide building plans and other information as requested.

4. Notify Tenant Occupant Emergency Coordinator of status.

5. Order an announcement over the public address system, to be done by the Emergency Coordinator or other designated ERT member.

6. Notify Columbia Property Trust Corporate and property owner of incident. Ensure that chronological records are kept.

7. Emergency Response Team should report to their assigned locations:
    - Command Center
    - Check Fire Area
    - Lobby Entrance to meet Fire Department
    - Building Engineer (Generator and building power, sprinkler valves and fire pump should be monitored)
    - Monitor Stairwells
8. Keep in radio contact with Emergency Coordinator and Await instructions.

9. If a fire is confirmed and you decide to make an attempt to fight a small fire, be sure to have someone with you, with another extinguisher. Also, make sure your back is facing an exit. Don't jeopardize your safety. It may be best to wait for the Fire Department.

10. Emergency Coordinator should order evacuation of occupants and employees in surrounding areas if fire or smoke are detected. Close doors as you evacuate an area. Upon the sounding of an alarm, all floors and areas of the building should be evacuated.

Fire Procedures for the Alarm Floor
When investigating an alarm, proceed via the stairwell to the floor of alarm. This should be done by a minimum of two people, both equipped with radios and fire extinguishers. Do not use elevators under any circumstances.

1. When you arrive on an upper floor in alarm, feel the upper portion of the stairwell door before opening it. If the door feels warm, do not open it. Notify the Fire Department immediately. It might be possible to go to a lower floor and cross over to an alternate stairwell.

2. If the door does not feel warm, open it slowly. If you cannot detect heat or smoke, proceed onto the floor to investigate the alarm. Remember; however, do not jeopardize your safety. It may be safer to wait for the Fire Department.

3. As you are investigating an alarm, direct occupants to the safest exit.

4. If you decide to make an attempt to fight a small fire, be sure to have someone with you, with another extinguisher. Also make sure your back is facing an exit. Do not jeopardize your safety. It may be best to wait for the Fire Department.

5. As you are investigating an alarm, direct occupants to the safest exit.

6. If you decide to make an attempt to fight a small fire, be sure to have someone with you, with another extinguisher. Also make sure your back is facing an exit. Do not jeopardize your safety. It may be best to wait for the Fire Department.

Evacuation

Evacuation or relocation is the emergency movement of building occupants to a safe location, either within or outside the building. By conducting an orderly evacuation, utilizing trained personnel, occupant safety will be enhanced.

- Evacuation: To withdraw from a place in an organized way, especially for protection.
- Relocation: The movement of occupants across floors to stairwells, or up and down stairwells, to safe refuge areas.

In most cases it is advisable and practiced to go downward in a building during an alarm situation, however, there may be times when it is necessary to evacuate to an upper floor or to the roof of the building. This should only be done in situations where the evacuation route is unattainable due to heat, fire or smoke, or if directed to do so by the Fire Department or other appropriate emergency response personnel directing the evacuation.

The out of the building evacuation site (Safe Refuge Area) is located in the North side of building at the island park where 18th Street, M Street, and Connecticut Avenue cross or at other locations as directed by the Fire Department or other appropriate emergency response personnel directing the evacuation.

Once at the Safe Refuge Area, Floor Monitors or their designee will take a head count to confirm all occupants have evacuated their respective floors, or to determine any discrepancies. The results of the head count will be reported to the designated emergency response team member located at the designated Command Center.

1800 M Street has (4) four stairwells for use in emergency situations as depicted on the floor plans provided at the end of this Emergency Response Plan.

When evacuation is required:

1. Do not run, but move in a brisk, quick manner.
2. Go to the nearest designated or safe stairwell or exit. Do not use elevators.
3. Remove high heels or other footwear that may inhibit walking safely downstairs. (Carry them with you for use once you leave the stairwell).
4. Use the handrail on your right side.
5. Go down to your predetermined Safe Refuge Area unless directed otherwise by the Fire Department or other appropriate emergency response personnel.
6. Allow room for others in an orderly flow as they enter the stairwell, however, do not hold up traffic unnecessarily.
7. Acquire assistance for those who are slower moving or handicapped.
8. Dispel any rumors or false information to reduce panic. Refrain from using the word “fire”.
9. Any injuries occurring in the stairwell should be treated at the nearest floor landing, if required, and when practical.
10. Complete relocation to the designated Safe Refuge Area, or other designated area if directed by the Fire Department or other appropriate emergency response personnel do not congregate in the stairwell.
11. Begin head count.

12. Instruct all persons to stay together and be aware of incoming emergency response vehicles.

Mobility Impaired Individuals

Any person with a disability, temporary or permanent, or other condition that would require them to need assistance during an evacuation is considered "physically challenged." This may include, but not limited to:

- Persons confined to wheelchairs
- Persons dependent on crutches
- Persons recovering from surgery
- Persons with significant hearing or sight impairment
- Extreme cases of obesity
- Pregnancy

Physically challenged could be further defined as anyone who, without the assistance of another person, would have difficulty evacuating or relocating to a safe location, or would slow down evacuation of other occupants within the building.

Building Management must affirmatively seek out those tenants who may be physically challenged. A master list must be maintained in the management office of those physically challenged tenants. The occupants on the master list must be updated and confirmed every 60 days. The occupant should be told that while the list is not made available to the general public, it is accessible; therefore, the building's management office cannot guarantee total privacy. This information will only be used to provide safe and quick evacuation in emergency conditions or drills. The master list is kept in the fire control room and the building's management office.

1. The Floor Monitor for the floor of the physically challenged occupant will be given this information, in order to identify a minimum of two (2) "Buddies" (as assigned by the Tenant). The Buddies will then work with the physically challenged occupant to determine how they can best help the occupant in an emergency evacuation.

2. If you are trapped in your office, wedge cloth material along the bottom of the door to keep out smoke, wetting the cloth if possible. Close as many doors as possible between you and fire.

3. Call 911 to notify the fire department of your location, and the fact that you are trapped. You may also use the non-emergency number 202-737-4404 as a backup emergency number if a problem occurs with the 911 system. Always dial 911 first.

4. Notify building personnel, via radio or telephone, and inform them of your situation.

5. The decision to evacuate the building should be made by the Emergency Coordinator (from the management office) or the Fire Department.

6. The decision may have to be made immediately in the event of a serious fire or other emergency, which endangers the occupants of the building.

7. If there is flaming fire or significant smoke, do not hesitate to evacuate and sound the general alarm.

Salvage and Clean Up

Salvage of damaged furnishings, the building and equipment should commence as soon as allowed by the Fire Department. If possible, notifications to building employees and private contractors should begin during the emergency. Necessary telephone numbers have been added to the "Emergency Telephone Numbers" list in the Appendix.

Photographs should be taken of all damaged areas. Do not wait for authorization from insurance adjusters or corporate management to begin salvage procedures. It is usually critical that work begin immediately to limit the scope of the damage.

It is difficult to anticipate the nature of the fire emergency and what will be damaged. However, generally the largest potential dollar loss items and equipment necessary to resume normal activities would be high priority. Some general guidance is provided.

1. Clean-up: Use water vacuums (Wet Vacs), mops, squeegees and other equipment to clean up water and debris.
2. Temporary Protection: Arrange to board up all broken window(s) or holes in walls, floors or roofs. Plywood, plastic sheeting or similar material can be used to prevent the weather from causing further damage. Although it is the intent to prevent further damage by the elements, it is also necessary to ensure that security can also be maintained when providing temporary protection.
3. Smoke: Contractors which can deodorize buildings should be contacted as soon as possible to minimize the amount of time that smoke can seep into wall and floor coverings, clothing, etc.
4. Electrical Equipment: Keep as clean and dry as soon as possible. Clear water rinses and low-temperature blow-drying can be used. Prior to be returned to service, each piece of affected equipment should be checked by a qualified electrician.
5. Food Products: Any contaminated food will most likely be ordered destroyed by local health officials. Plan to clean out refrigerators, freezers and other food storage areas. Order replacement supplies as soon as you know when you can accept delivery.
6. HVAC Systems: Restore building utility systems as soon as possible.

Restoration of Life Safety Systems

1. Any fire protection systems, which have operated, should be restored to service as soon as possible. The engineering/maintenance personnel in conjunction with outside contractors and Emergency Response Team members should assist in this effort.

2. "Fire Protection and Life Safety Equipment" will provide a list of all systems and equipment, which should be checked. The following equipment may need to be placed back in service:

3. Sprinkler heads need to be replaced with same kind. Open sprinkler control valves and reset fire pumps, alarm systems and other supervisory controls.

4. If portions of the sprinkler system are damaged, disconnect and provide temporary or partial sprinkler protection as necessary while directing repairs to the system in order to return the system to its full capacity.

5. Arrange to have all fire extinguishers refilled, serviced and placed back in their assigned positions.

6. Reset all alarm and life safety systems.

Loss Adjustment

1. Refer to the Insurance Manual or the Insurance/Claims Manual for instruction concerning loss notification and adjustment procedures. Briefly, the following points are important:

2. It is important to notify the Insurance Company. All inquiries should also go through, as soon as possible. Also see the "Emergency Telephone List" in Appendix of this manual.

3. Assign a qualified administrative employee to be loss coordinator to keep track of:
    - All personnel working on restoration (hours, overtime, expenses etc.)
    - Outside contractors
    - Expenses incurred
    - Damages

3. Stand Alone Evacuation

Should the need to evacuate arise due to a non-fire related event or by direction of local municipal authorities, the Building Staff will:

1. Notify Tenants via notification system of the need to evacuate the building, existing plans for fire evacuation may apply.
2. Utilize the annunciator panel in the Main Lobby to make a building-wide announcement
3. Ensure Building Engineers lock down all mechanical areas and shut off HVAC, if necessary.
4. Lock down building entrances.
5. Request Tenants to proceed to their pre-determined assembling areas away from building entrance.
6. Ensure Security still stands post, if permissible, by authorities.
7. Do not allow Tenants to re-enter until authorities provide an all clear to re-enter.

4. Shelter-in-Place and Lockdown

In some instances evacuating a facility can place employees in greater danger than if they remained inside. For example, in a dense urban environment, with the threat of truck or car bombs, the most dangerous place to be is out on the street, where falling glass even at large distances will cause major casualties.

The alternative to evacuation is to remain in the facility. Depending on the type of security incident, emergency services describe this as sheltering-in-place or lockdown (in some cases these terms are used interchangeably). Organizations should understand the differences and similarities of these two actions.

Shelter-in-Place
Remain in place taking appropriate action depending on the nature of the threat. Shelter-in-place is generally used when there is danger from contaminants such as chemical, biological, radiological and hazardous materials or if an explosive device has detonated nearly and there is danger from falling debris. For example, in a chemical or biological release shut down the heating, ventilation and air-conditioning (HVAC) system, shut and seal all windows and doors (using duct tape), move to an internal room and await instructions from emergency services personnel.

Lockdown
Close all exits/entrances do not let anyone in or out of the facility; personnel should remain where they are. Used, for example, if there is an armed attacker outside or near the facility.

While the rationale behind sheltering-in –place or lockdown may be different; in practicality the actions taken for each are similar if not identical.

For the purpose of this plan, shelter-in-place will therefore be used as a generic term to refer to both lockdown and shelter-in-place.

Always follow the instructions of emergency services personnel when deciding whether to evacuate or shelter-in-place.

It is essential that a structural engineer with appropriate experience in blast damage assessment be consulted to identify shelter-in-place locations. The shelter-in-place location should be an interior room on the lowest floor (inner hallway, restroom and so on) with no windows. In high rise buildings, where there may not be time to go to the basement, use an area in the center of the building. Public safety agencies can also advise on the selection of shelter-in-place locations.

Training on the safe/unsafe areas to be within the shelter area when anticipating a blast should be provided. Significant employee training is required to counter the natural of individuals to ‘flee’ danger.

5. Physically Impaired Evacuation

The Fire Department requires an updated list, which indicates the name, location, and nature of disability of physically impaired occupants within the building. For the purposes of this procedure, any person with a disability, temporary or permanent, or other condition that would require them to obtain assistance during an evacuation is considered physically impaired. Be aware that some individuals with disabilities that are not obvious may not volunteer that information. Everyone must be assured that the information received will be kept confidential.

Before a fire or other emergency where relocation or evacuation are called for, ESCORTS should be assigned to physically impaired individuals. Once occupants on their floor have moved into the stairwell and are proceeding to the relocation area, the ESCORTS should move these individuals into the stairwell and close the door. There are then two recommended options:

1. Send someone to advise the Fire Department of your location and the nature of the person's disability. The Fire Department will send personnel to move the individual to a safe area. Do not leave the individual alone.
2. Once all floors involved have moved past your location, take the person to the refuge area. If the individual cannot walk, ask them how they should be carried. Know your limitations; don't lift someone and risk injuring them or yourself. This option is not recommended in other than extreme situations. If possible, let the Fire Department handle it.
3. Do not leave Wheelchairs or crutches inside the stairwell.

Other Important Notes:
Need to Complete List of items in Command Center
Command Center is equipped with a First Aid Kit and a 10lbs. ABC fire extinguisher.

6. Power Failure

General Procedures

Loss of electrical power creates many problems. The extent and duration of the outage will determine the action required to ensure the safety of employees, tenants and building equipment. If the outage affects the entire facility and the utility company reports that the duration is unknown or will be extended, then full precautions must be taken. If an outage is localized or will be of short duration, then precautions will be minimal.

Emergency Procedures

Notifications

1. Contact the Building Engineer and/or engineering department to determine the scope of the problem. If the entire property is affected, contact the utility company to determine the scope of the outage and its expected duration.
2. Contact the Emergency Coordinator and advise them of the scope of the outage.
3. Advise Building Security.

Refer to "Emergency Contact Information" within this manual for appropriate numbers.

The scope of the outage and its expected duration would determine whether part or all of the following procedures would be taken:

Emergency Power Supplies
Engineering personnel should report to the main electrical room and emergency generator room and check the following equipment:

1. Emergency generator - The generator should already be running if automatic transfer switches (ATS) have operated properly. If not, check the ATS and start the generator manually. The generator should be constantly monitored while in operation to respond to any mechanical problems and to ensure an uninterrupted power supply.
2. Main electrical panels - The power distribution panels should be checked if the outage is local to determine whether there is an equipment malfunction.

Announcements to Building Occupants

1. Building Occupants - The Emergency Coordinator should make an announcement to inform occupants of the scope of the power outage and steps taken to restore power. Building occupants should be instructed not to move around the building unnecessarily, not to use the elevators, and to notify the Fire Command Center or Management Office if they have any problems. Occupants should be reassured that they are safe and kept informed at appropriate intervals.
2. Elevators - Since people could have become trapped in elevators, communication should be established with occupants and they should be advised that they will be removed as soon as possible. Communication should be maintained at frequent intervals and anyone in need of assistance should be freed first.

3. Communications – As best as is practical, the Property Manager should standby at the telephones to answer calls from occupants and to maintain contact with the electric utility company and others.

Building Utility Systems/Mechanical Equipment

1. Elevators - Since there may only be power to operate one elevator at a time, all elevators should be lowered to the ground floor and placed out of service for emergency use only.
2. Emergency lighting - A member of the Emergency Response Team or Security Department should be assigned to check all public areas, including corridors, lobbies, restrooms, stairwells and corridors to determine whether emergency lighting systems have illuminated these areas. Where lights are out or there is no lighting, portable lights or flashlights should be provided. Note any lights that are out of service so that repairs can be made when the emergency is over.
3. Mechanical Equipment - Any system or equipment that could be damaged when power returns should be switched off. Some of the items include:
    - Storm sewerage ejector
    - Water pumps
    - Condenser water pumps
    - Biocide chemical feed time clock
    - Rooftop HVAC controls
    - Elevators
    - Emergency generator
    - Automatic transfer switches Fire alarm system
    - Telephone system
    - Time clocks
    - Computer systems
    - Kitchen refrigeration equipment
4. Fire Alarm/Voice Communication System - If power to the fire alarm control panel is interrupted, a "trouble" signal will sound at the panel. This can be easily silenced by depressing the trouble silence button.

Once power is restored, the "trouble" sound will resound and can be silenced by once again depressing the "Trouble silence" button.

When power is restored, all equipment noted above should be checked; reset, and or power should be restored by resetting breakers or switches. Priority should be assigned to elevators, communication and computer systems, and building HVAC systems, in that order.

7. Bomb Threats

General Procedures

When a threat is received, the following procedures should be taken:

1. Fill out Bomb Threat Report if received by telephone, a copy follows this section.
2. Notify the Emergency Coordinator and Emergency Response Team. Use the words "Code B" and indicate the suite number while speaking on the radio.
3. Notify the Police and Fire Departments (911)
4. Commence area-by-area search by company personnel and notify the Emergency Coordinator of results.

The decision whether to evacuate the building should be made by the Emergency Coordinator in consultation with the Police and Fire Department and Senior Manager on duty.

If an explosion is found or if an evacuation is ordered, notify the Emergency Coordinator. Dispatch building staff to stairwell entrances to assist occupants evacuated from the building.

Make an announcement to occupants to evacuate. In a calm voice, the Emergency Coordinator should make an announcement over the public address system, similar to the following example, and repeat the message at least once. Do not mention the reason for the evacuation:

> “Attention please - attention please - the management requests that all tenants and visitors evacuate the building, (or evacuate specific floors) as a precaution. Please leave the building by the nearest exit. Walk, do not run, please.”

On the ground level, evacuees from the stairways should be directed by building personnel to a predetermined assembly area 300 feet or more from the outer part of the building. The impact of prevailing weather conditions should be considered. The designated area should not conflict with emergency vehicle routes and should be behind solid cover in bomb threats as protection from possible blast effects.

Bomb Threat Report Form

Almost all bomb threats are made by telephone. The message is usually tense and may not be repeated.

Individuals most likely to receive bomb threats are: Switchboard operators, a member of building staff, and security personnel. These individuals should familiarize themselves beforehand with the attached checklist in order to be in a position to obtain as much information as possible.

After the call has been completed, the person receiving the threat should immediately advise the manager on duty. Immediately thereafter, the receiver should be temporarily relieved of all duties and without discussing the call with anyone else, complete the following checklist:

1. If possible, have another person monitor call.

2. Keep caller on line and talking as long as possible.
3. Fill out the attached form.
4. When directed by the Emergency Coordinator, the Management Office should systematically begin to ring tenants, advising them of the bomb threat.
5. It is the decision of the tenant management whether to evacuate or not unless a device has been discovered at which time authorities will decide whether a general evacuation is necessary.
6. List tenants not responding to the calls. Contact in person if possible and if necessary as directed by Fire/Police Department.
7. The evacuation should start with the floor where the device is found or suspected, then the floor below and the floor above.
8. Do not use elevators for evacuation.
9. Evacuate the remainder of the building or that area designated by Police and/or Fire authorities.
10. Keep everyone at least 300 feet way from the site of the suspected device.
11. Maintain a chronological record of events.

Doors to stairways should be kept closed, but floor monitors should remain in the vicinity of these doors to let people out of the exit stairway. Elevators should be returned to the main floor and locked at their location.

Under no circumstances are elevators to be used by anyone on the floor where the fire is located. On the floor where the fire is contained, evacuation should be made by using the nearest available exit which can be reached safely. Elevators should not be used unless supervised by Fire Department.

Building personnel or designated Floor Monitors should be at each entrance of the building to oversee the evacuation and to prevent anyone from entering.

Emergency equipment arriving at the building should be directed by the Emergency Response Team to the scene of the emergency. All personnel should calmly reassure guests of their safety to make an orderly departure from the area.

Considerations
Ninety-nine percent of bomb threats do not involve improvised explosive devices (IEDs). Those wanting to kill will never call in the threat. The exception would be to call in the threat, where everyone evacuates to, park a vehicle bomb near that area and call in another threat.

The assembly area must be rotated from threat to threat and be located a distance from the building as per the standoff chart on the following page.

Areas where the general public has unchallenged access shall be designated “Red” and shall be searched first, starting in the area nearest the target. Areas where the general public has limited or restricted access will be designated “Yellow” and searched next, starting with the area nearest the target. Areas where the general public has no access will be designated as “Green” and searched last, beginning with areas nearest the target.

Leaving all doors open to the area containing the suspicious device will allow the explosion to vent, reducing the damage to the building.

Use of radios to assist with the search is acceptable, but transmissions must not be allowed from the room containing the device.

Floor plans must be available to the bomb squad.

Many IEDs use micro switches and mercury switches to initiate detonation, so the suspicious device/package must never be moved.

Upon finding suspicious package, all efforts (time permitting) must be made to identify the owner of the package to eliminate it as a potential device. The may be done by interviewing the occupants normally in the area where the package was found.

Package Bomb

Package and letter bombs often have clues to alert recipients to possible trouble.

Things to look for:

1. Excessive weight for the size of the package or heavy at one end.
2. Too much postage, usually in the form of stamps.
3. No return address or an unknown sender.
4. Mailed from a foreign country, or via airmail or special delivery.
5. A rigid or lopsided envelope.
6. Common words are misspelled.
7. Restrictive markings, such as confidential, urgent, personal or open by addressee only.
8. Incorrect title for the addressee or a title without a person's name.
9. Handwritten or poorly typed address.
10. Protruding wires, string or tinfoil.
11. Excessive securing material, such as tape or string.
12. Oily stains or discoloration on the outside of the package.

If you are suspicious, don't touch the package, not even to move it out of the way. After moving away from the suspicious package, immediately call 911 and the Building Management Office.

Vehicle Bomb

Large bombs, such as vehicles bombs, can explode with such massive force that they do not have to be within a facility to cause casualties and structural damage. These devices are generally targeted at highly populated facilities and are designed to create a sense of fear and panic as well as a large number of casualties.

The attack motivation is more often political or ideological than personal. Vehicle bombs normally detonate after the bomber has left the scene but they have also been used in suicide/homicide attacks. Vehicle bomb examples include the 1990 World Trade Center attack, the 1995 Murrah Federal Building attack in Oklahoma City and the 1996 IRA bombing of the docklands area in London.

Vehicle bombs are usually placed as close as possible to the intended target. However, a large explosive load, carried in a large vehicle, will occasionally both force and enable the bomber to park the vehicle some distance away.

Oklahoma City
At 9:02 am on April 19, 1995 a truck filled with 4,800 lb of improvised explosives detonated outside the Alfred P. Murrah Federal Building in Oklahoma City. The attack, which was timed to coincide with the arrival of workers, killed 168 people and injured hundreds. The vehicle bomb was 50 ft (15 m) across the street from the Murrah Building and still caused the building to collapse.

What to look for:

1. The explosives are concealed inside a common vehicle in order to transport them to the target location.
2. Vehicles that appear to be heavily loaded and hastily abandoned at a high-threat site
3. Vehicle may be newly painted or feature new fiberglass, epoxies or caulking
4. Strange smells may emanate from the suspect vehicle
5. On a cargo-type truck or van, the back doors may be welded shut or have new, additional padlocks

Time is critical due to the massive destructive power of these devices. Evacuation must be quick. Keep buildings and walls between people and the suspect device as much as possible during evacuation. Buildings will channel a blast down open streets.

Vehicle bombs are designed to destroy buildings, so shelter personnel in place only if the building is outside the immediate blast area and have internal shelter areas identified by qualified engineers.

Be aware of underground gas lines and aboveground fuel storage points or fuel stations in the blast area. They will be affected.

The safe evacuation distance for a large vehicle bomb could easily exceed 10 city blocks. This distance may be difficult to achieve in some locations. Remember that reflected blast pressure could be greater than the direct path pressure. Seek final shelter areas away from where the blast could be reflected. Be aware of falling glass caused by the blast/shock of an explosion.

Be aware that terrorist and criminal groups have on occasion planted multiple bombs and/or have combined vehicle bombs with other types of attack.

Response Procedures
Each organization should establish appropriate procedures, including designation of persons responsible for determining the course of action. The following is a generic checklist to consider when establishing procedures for responding to an incident involving a vehicle bomb.

1. Never touch or move a suspect vehicle

2. Do not use and turn off radios, cellular phones, transmitting pagers or other electronic devices in the vicinity of the suspect device as they can detonate certain devices
3. Call the emergency services and give them information on:
    - What the suspect vehicle looks like
    - Who has seen the vehicle
    - Why it is suspicious
    - Where the vehicle is located and how can it be distinguished from other vehicles
    - What does the location of the vehicle look like (a sketch diagram of the parking area or other location could be helpful)
    - When the vehicle arrived
    - Who was driving the vehicle, if known
    - When it was first discovered or identified as suspicious
    - Any known reason why the vehicle was parked there
    - What evacuation or shelter-in-place measures have been implemented
4. Evacuate the building using standard procedures. Evacuate as far as possible until emergency response personnel determine a safe distance. The Bureau of Alcohol Tobacco and Firearms (BATF) recommends evacuation distances of 2,750 ft (840 m) for a passenger or cargo van and 6,500 ft (1,980 m) for a large moving van or water truck.

If evacuation is not possible, shelter-in-place. These devices can cause extensive damage to, or complete collapse of, structures so shelter-in-place decisions should be weighed carefully:

1. Put at least two solid walls between the device and those on-scene. Avoid exterior walls.
2. Keep everyone away from doorways. Blast pressure can be maintained for longer when channeled down a corridor or hallway than if in an open space.
3. Keep people away from windows and other flying glass hazards
4. Do not seek shelter in the corners of a room. Reflected blast pressure is greater there.
5. Prevent entry to building until emergency response personnel give all clear

The information on bombs/explosive devices was derived from Jane's Unconventional Weapons Response Handbook.

8. Building Emergency Systems, Equipment and Utilities

Sprinkler Leakage

Several reasons why sprinkler leakage may occur:

1. Mechanical damage
2. Excessive heat
3. Inadequate temperature
4. Improper instillation
5. Manufacturer defects

Things to do if sprinkler problem does occur:

1. Inform Management Office.
2. Building Engineer -- Locate and turn off valves.
3. Janitorial Company -- To be notified for cleanup *(wet vac, mops etc)*
4. Fire Sprinkler Company - Evaluate and reset the sprinkler system.
5. Photographs of damage must be taken.
6. Call tenant/s that may have been affected.
7. Inform insurance company.

Sewer Back Up

1. Treat all water-impacted surfaces and furnishings as unhealthy, until properly cleaned.
2. Keep all Tenants out of the affected area until the area is properly cleaned.
3. If there is no risk of electrical shock, turn off circuit breakers supplying electricity to wet areas; unplug and remove any small electrical devices currently located on wet floor coverings or other wet areas.
4. Do not use any electrical equipment while standing in water. Operate wet vacuums only when plugged into a ground fault interrupter or ground fault equipped outlet.
5. Remove all water and sewage from the basement or other affected area as rapidly and safely as possible.
6. Extracted waste water must be disposed of in a sanitary sewer system.
7. Ventilate the affected area with the use of floor fans, and a dehumidifier if available, to properly dry the area. You may rent floor fans and dehumidifiers. If it has not been directly contacted by water activate the building's HVAC system, turn on exhaust and open doors when conditions are favorable. Careful

consideration must be given to whether use of existing drying resources might serve as a means of spreading contamination or pose a safety hazard.

8. Do not use heat to dry closed building interiors; mildew and expanded water damage may result.
9. Decontaminate sewage-damaged materials by spraying them with, or immersing within, a cleaning solution. This treatment will not provide full disinfection, nor is it intended to do so. The objective of initial decontamination is to commence the reduction and mitigation of microorganisms as quickly as possible. It is important to recognize that exposure to materials treated during initial decontamination poses a health risk and may result in an adverse reaction. A second disinfection should take place following the initial cleaning.
10. All tools and machines used, especially pumps, vacuum recovery tanks and hoses must also be cleaned and decontaminated.
11. Thoroughly clean and dry all wood furniture and other wooden items then wipe them with an oil-base wood polish.
12. It is recommended that a determination be made as to whether floor covering materials (e.g., carpet, cushion, vinyl, wood, laminates) are salvageable. Considerations may include, but are not necessarily limited to, owner preference, construction integrity, porosity, and potential health effects from contaminates.
13. If the water was high enough to involve a motor on a furnace remove the motor and dry it. In most cases a motor can be dried without incurring any damage to the motor.
14. Transport computers to a dry environment, remove cases and blow dry with low pressure air and contact a repair facility.
15. Wash all concrete or tile floors with fresh water, and then wash them with a strong germ-killing and odor-killing solution.
16. Other than paper products, there are very few items that are permanently damaged by water unless allowed to sit in that wet condition. Water will not hurt metal or wood if thoroughly dried and wiped down with some form of oil. Clothing and carpet not cleaned and dried will mildew and stain. Motors and machine metal parts can be saved if thoroughly dried by a professional. Floor tile and carpeting will remain secure if the water is removed immediately, otherwise, the water will dissolve the adhesives used in securing the floor tile or carpet to the floor. Wood furniture, wood paneling, and other wooden objects will check, separate, stain or warp if left wet.

Ventilation Problems

All efforts will be made to shut off the HVAC in case of an emergency. Should the need arise; the Building Engineer will shut off the HVAC using the emergency shut off button on the EMS. Otherwise, the Building Engineer should shut off each individual unit. In addition, building staff will:

1. Prevent access to outdoor air intakes by ensuring doors leading to roof are secured.
2. Prevent public access to mechanical areas by ensuring all doors are secure.

Telecommunications Failure

Should service to landlines be interrupted, Building Staff will:

1. Utilize either two-way handheld radios or two-way cell phones.
2. Should cell phone service be interrupted, employees will continue to use two-way radios and two-way pager service.
3. If possible, post current information on building web site from satellite office.

Gas Leak

Natural gas is non-toxic, colorless, and tasteless. An unpleasant odor called mercaptan is added to natural gas so you will know that gas is escaping before it becomes dangerous.

If you smell gas:

1. If the odor of gas is not very strong call Gas Emergency Leak Line & Alert the Chief Engineer.
2. If not sure that gas has leaked into your building or can't determine how strong the odor may be, alert the Chief Engineer
3. If the odor is very strong or a blowing or hissing noise is heard CALL 911 immediately, assess whether a possible building evacuation is necessary.
4. Do not create a spark do not light a match, do not use the telephone, do not turn on electrical equipment or turn light switches on or off. Call 911 after you have reached a safe distance from the building.

Because natural gas is distributed through a network of underground pipes and service lines, it is possible for gas to seep into buildings, including those without natural gas.

The Fire Department will take over once on site.

Damage Control Team (DCT) Operational Guidelines
As soon as the DCT Commander becomes aware of a gas-related emergency, he shall implement the following procedures:

1. Notify the HVAC Engineers of the problem and advise them to be prepared to take the necessary measures required to control the spread of gas to other portions of the building and to remove the gas from the building. Any of the following measures may be necessary to accomplish the aforementioned.
2. Use of mechanical ventilation systems to exhaust or pressurize certain areas. Shut down of certain ventilation systems to prevent spread of gas.
3. Coordination of all functions associated with the ventilation of the building will be via the EOC under the direction of the IC and/or the Commander of the FD.
4. Simultaneous with the above, request that an HVAC Engineer be dispatched to the "Gas Meter Room" to shut off the flow of gas. When shutoff has been accomplished, the HVAC Engineer shall notify the EOC of this fact. The on-duty Security Supervisor shall advise the responding Gas Company crew of this fact.

Flammable Gas Incidents

1. Flammable gas fires are very intense and are generally localized to the area at which the leak is venting. The major problem with flammable gas fires is that they are extremely hazardous exposure fires. Direct flame impingement from a flame jet or radiative heat transfer is a crucial concern. In addition, extended exposure protection and confinement operations may be required since flammable gas fires should not be extinguished until the fuel supply is removed to prevent explosion.
2. When a flammable gas is leaking and has not been ignited an even more insidious hazard exists. If ignited, the gas cloud is likely to explode and detonate. The implications of this hazard both to personnel safety and the safety of the complex is obvious.

Gas Leak—Escaping Inside Building

If gas is escaping inside a building, do the following:

1. Secure (shut off) the leak and begin ventilating the area using an outside electrical source, starting where the gas concentration is strongest. If gas is escaping in quantity, evacuate the building. Maintain ventilation until all areas are clear.
2. Eliminate all ignition sources if possible and shut off open flame devices by operating manual controls but do not operate electrical switches (This includes the main electrical switch. Opening this switch to cut off electrical sources of ignition causes a tiny spark at each switch inside the building. This has been the cause of many explosions).
3. Check all adjacent areas with gas detector and keep EOC advised on actions being taken.
4. In some cases, it may be necessary to shut off the gas to the building at the service valve. If you turn off a valve, leave it off and tell the gas man. The gas man should decide the proper time to turn it on again (Locating the gas leak should be left to the expertise of the gas man).

Gas Leak—Burning Inside Building

If gas is burning inside a building, do the following:

1. Secure the leak by shutting off the gas at the meter; do not extinguish a gas fire until the leak is secured! If the gas supply cannot be shut off safely, keep the "surrounding" combustibles wet with spray streams until the gas company emergency crews can control the flowing gas.
2. Evacuate the building. Check adjacent areas for gas vapors, advice the EOC of conditions and actions being taken.

Gas Leak—Escaping Outside Building

If gas is escaping outside a building, do the following:

1. Notify the FD and the Gas Company.
2. Evacuate the building if gas has entered the building.
3. Advise EOC of conditions and action being taken.
4. Extinguish all sources of ignition (generally not practical)
5. Check all surrounding buildings with combustible gas detector. Monitor gas concentrations until dispersed to a safe level.

Gas Leak—Burning Inside Building
If gas is burning outside a building, do the following:

1. Notify the FD and the Gas Company.
2. Evacuate if conditions warrant it. This will depend on the size of the fire and its proximity to our building(s).
3. Check all surrounding buildings with combustible gas detector. Advise the EOC of conditions and actions being taken.

Elevator Emergency

In the event an elevator becomes stuck or inoperable the course of action should be determined depending on if anyone is trapped in the elevator. If so, are they in need of medical assistance?

No matter the situation, follow these steps:

1. Notify the Building Engineer, and the Property Manager.
2. Notify the elevator service company, (the elevator company is ThyssenKrupp Elevator Corporation, 202-570-0008, Customer # 122407).
3. Fill out a full Incident Report Form.
4. Notify an ambulance (911) if a medical assistance is needed.
5. Keep the occupants calm, advise them that help is on the way, and determine exactly what the medical problem is or what assistance is needed from the ambulance.
6. Relay all information to the responding personnel regarding the location of the stuck car, the status of the occupants, and the nature of the medical assistance required.

9. Building Systems

Command Center (Below are examples – Update all information below with building specific details.)

(Y) Property Managers Office in the South tower 1st floor rear lobby.
(Y) Other: One four foot (6') ladder for Emergency use only is in the Fire Control room
(Y) There is a Fire Dept lock box on the exterior of the building with updated Suite Access Cards.
(Y) There is an Updated Building Information Card in the Command Center for the Fire Department's use.

Alarm and Communication Systems

(Y) Annunciator Panels for the Fire Alarm system are located outside the South Lobby Doors, PH Engineer's Office and in the Fire Control room.
(Y) Manual Pull stations are at all building stairwells exits.
(Y) Smoke Detectors are in all Elevator lobbies, Phone, Electrical rooms, Supply Air Dusts and Return Air Ducts.
(Y) The PH Air Handler Units have Supply and Return duct detectors. The Elevator Shafts top & bottom have heat and smoke detectors.
(Y) The wet sprinkler system has Water Flow Switches and Valve Tamper Switches on the main fire city water feed and at each Floor take-off.
(Y) The Emergency Voice Communication (P.A.) System is available in the main Fire Control room only.
(Y) The Building also utilizes a Two-way radio System.

Sprinkler and Fire Pump System

(Y) The Fire Pump is an electric motor type and is on building generator power and has its own transfer switch.
(Y) Fire pump is activated on a drop in Water pressure on the Wet-Sprinkler System or a drop in Air Pressure in the Dry-Pipe Sprinkler Systems.
(Y) There are (7) Individual Dry-Pipe Sprinklers Systems that cover the B-1, B-2 & B-3 levels of the parking garage and Loading Docks. The Dry-Pipe Sprinkler Room is located on the B-2 level adjacent to the fire pump room. The rest of the building is on a wet sprinkler system with flow and tamper switches in all stairwells.

Electric Power

(Y) There is a 400 KW Emergency Generator located on the penthouse roof with a 50 gallon day tank. There are (2) 75 gallon Main Fuel Tanks for the Generator are in the B-3 level of the garage.
(Y) The building has emergency lighting on generator power.

Heating, Ventilation and Air Conditioning

(Y) The building HVAC system consist of (6) built-up air handler units located in the penthouse that utilize chilled water and electric heat (Seasonal when needed). There are 1,080 perimeter Chilled Beam or Induction Units that are individually controlled. On the 1st floor there are (4) air handler units that service the first floor Lobbies and Gallery and on B-1 North a Service Unit along with the Mezzanine which has a South Service Unit.

Utility Shut off(s)

(Y) Main Electric Switchgear Rooms are on the B-1 level (North & South) located near the North Loading Dock and inside the South Storage Room.
(Y) Main Water is in the Fire pump room on the B-2 NE Corner Parking Level.
(Y) Main Natural Gas comes in at the South Loading Dock and is service for Vapiano only.
(Y) There are shut-off isolation valves for the chilled water looped for the perimeter Chilled Beam or Induction Unit Risers in the ceiling of all perimeter offices on the 10th Floor.
(Y) There is a Motor Control Center (MCC) in the center penthouse level and on the MCC you can shut down power to all Chilled Beam or Induction Unit Risers.
(Y) Valves to isolate the public restrooms per floor are in the men's and women's restrooms accessible through access panels on the Walls.

Stairwells & Fire Escapes

(Y) Stairwells are locked on floors 2 through 10. All Stairwell Doors are normally Locked but fail open in a Fire Emergency.
(N) Stairwells have electric locks and can be controlled by the Fire Alarm system.
(N) The stairwells (do not have Pressurization Fans).
(Y) Emergency lighting is available and on the Emergency Generator (Back-up) power.
(Y) Interior Communications is available through the Fire Alarm speaker PA system and the Emergency Call Button inside each Elevator.
(Y) There are four stairwells to evacuation to the exterior of the building.

Horizontal Exits or Other Areas of Refuge

(Y) There are (4) main exits to evacuate. Stairwell exits are in the Rear South Main lobby to South Alley, Exit Adjacent to the Garage Entrance, and 2 exits near the North Loading Dock).
(N) The building will need to assign an area in the event of a disaster that you will not want to go to the exterior of the building but instead to either of the two parking garage levels.

Elevators

(Y) There are twelve elevators five are passenger cars and one freight car (per Tower). All cars service the parking garage through all 10 floors of the building.
(Y) The elevators have Phase I and Phase II Firemen's recall and all cars recall to the 1st floor and the alternate is the 2nd floor.
(Y) All cars are equipped with the Firemen's service key switch in each car.
(Y) The Firemen's Recall / By-pass key switch is located in the Fire control room and on each Tower Lobby level.

Occupancy

Average number of employee's and tenants in the building.

- Occupants 1,200
- Tenants / Guests 100
- Disabled Persons List - unknown

(Y) Updated semi- annually and maintained in the management office.

Places of Assembly

(Y) Columbia Property Trust's Primary Safe Refuge Location: the island park where 18th Street, M Street, and Connecticut Avenue cross for evacuations
(Y) In the event of an emergency where you would NOT want to evacuate the building a safe area inside the property will be either of the two parking garage levels

Other Important Notes

(Y) The EMS system has an Emergency Shutdown program and is used to shut down all Mechanical Equipment (in the event of a biological threat). With a single click the entire Building Equipment can be shutdown on the computer.
(Y) Check the EMS system and make sure the core equipment has come back on line.
(Y) Check the Elevators for operation
(Y) Check the Generator and make sure it is off and back to normal in Stand-by mode.
(Y) Check chillers and cooling tower operation and water temperatures.

10. Severe Weather and Natural Events

Hurricanes

Hurricane season extends from June to November with an average of six hurricanes in the Caribbean and Gulf of Mexico. The National Weather Service defines a hurricane as a storm with pronounced rotary circulation and sustained winds exceeding 74 mph. Hurricanes are normally accompanied by torrential rains and flooding.

The National Weather Service announces both a hurricane watch and a hurricane warning. A hurricane watch means that hurricane conditions are possible but not imminent. A hurricane warning means that hurricane conditions are expected within 24 hours.

Emergency Preparedness
The Emergency Coordinator should monitor the National Weather Service broadcasts to follow the latest updates on storm tracking and intensity, this can be accomplished by monitoring the WTOP (103.5 FM or 820 AM) radio station, or monitoring frequency broadcasts on a commercial "scanner" radio.

Hurricane Watch
In the event that a hurricane watch is issued, a preliminary meeting should be held with the Management Team and Emergency Response Team to discuss the availability of personnel and the procedures to be taken in the event a hurricane warning is issued.

Hurricane Warning
In the event that the National Weather Service issues a hurricane warning indicating that hurricane conditions can be expected within 24 hours, an emergency condition should be declared and the procedures spelled out in the manual should be followed.

It is critical at this time that the instructions of local Civil Defense/Emergency Preparedness officials are obtained as well as any instructions of the National Weather Service. Close communication should be maintained with management to inform them of the steps being taken to protect company assets as well as employees and the public. Stacy McMahon, Property Manager, will decide what personnel will be maintained and whether the building should be closed, and for determining what personnel will remain at the building to monitor storm conditions and damage control. The decision to stay should be made after receiving up-to-date information from local authorities.

Emergency Preparations
The precautions listed on the "Hurricane Checklist" should be undertaken as soon as possible since it may take time to obtain necessary materials to protect the building and grounds. It is the responsibility of the Chief Emergency Coordinator, Tom Updike, to assign tasks and to monitor the progress of the assignments to ensure they are completed.

Those employees remaining on the premises must be properly outfitted with nonperishable food, portable lights, first aid equipment, portable radios (for communications as well as to monitor the storm's progress), and drinking water.

During the Storm
Employees remaining on the premises should be careful to monitor the progress of the storm and not be fooled by the calm conditions of the "Eye" of the storm. This temporary calm condition will soon be followed by the severe intensity of the full hurricane conditions.

The potential for flooding should not be overlooked if the building is located within a flood prone area. However, heavy rains can overtax street/storm drains, which could cause localized street flooding conditions. Rooftops can be over loaded if drains become clogged with foreign material.

Earthquakes

During the Earthquake:

1. Employees should take cover under desks and tables or against a wall or in a corner.
2. Stay away from windows and glass doors.
3. If you are in a hallway kneel against the nearest interior wall, tuck your head between your knees, and cover your head with your arms.
4. If you are in an elevator, remain calm. Be prepared for elevator's power to shut down. Be patient as it may take some time for help to arrive.
5. If you are outdoors quickly get as far away from buildings as possible. If you cannot move, position yourself in a building doorway.

The earthquake itself probably will last only a few seconds, although their duration may seem longer.

After an Earthquake

1. Do not rush to the exits when shaking stops as aftershocks may follow immediately.
2. Tend to the injured.
3. Monitor local media such as the WTOP (103.5 FM or 1500 AM) radio station.
4. Avoid fallen and falling glass.
5. Do not flick light switches either on or off, this may ignite a gas leak.
6. Turn off all utilities at main switches, if needed.
7. Check immediately for evidence of structural damage that could worsen during aftershocks such as parking structure instability and damage to building exterior.
8. Check immediately for non-structural damage that could cause secondary problems such as shorts in electrical equipment or wiring, leaks in fuel lines, trapped and non-functioning elevators.
9. Secure building.
10. Check sewer mains before attempting to use toilet facilities.
11. Update Tenants on any instructions from municipal authorities.

Flooding

Flooding can occur several ways: broken pipe, sprinklers activated, overflowing sink or toilet, outside water coming into building.

If standing water or any leaks is found:

1. Notify Building Engineer immediately, providing location and extent of leak.
2. Inspect area and document any damaged items and, if possible, take photographs.
3. Keep all Tenants out of the affected area until the area is properly cleaned.
4. If there is no risk of electrical shock, turn off circuit breakers supplying electricity to wet areas; unplug and remove any small electrical devices currently located on wet floor coverings or other wet areas.
5. Do not use any electrical equipment while standing in water. Operate wet vacuums only when plugged into a ground fault interrupter or ground fault equipped outlet.
6. Ventilate the affected area with the use of floor fans, and a dehumidifier if available, to properly dry the area. You may rent floor fans and dehumidifiers. If it has not been directly contacted by water activate the building's HVAC system, turn on exhaust and open doors when conditions are favorable. Careful consideration must be given to whether use of existing drying resources might serve as a means of spreading contamination or pose a safety hazard.
7. Other than paper products, there are very few items that are permanently damaged by water unless allowed to sit in that wet condition. Water will not hurt metal or wood if thoroughly dried and wiped down with some form of oil. Clothing and carpet not cleaned and dried will mildew and stain. Motors and machine metal parts can be saved if thoroughly dried by a professional. Floor tile and carpeting will remain secure if the water is removed immediately, otherwise, the water will dissolve the adhesives used in securing the floor tile or carpet to the floor. Wood furniture, wood paneling, and other wooden objects will check, separate, stain or warp if left wet.

Damage Assessment

An immediate damage assessment should be made and a preliminary report prepared. The Property Manager should be informed as soon as possible if telephone lines are in service. Extreme caution should be taken in the event that power lines are down. The area should be roped off to prevent unsuspecting people from contacting energized power lines. The local electric utility company should be advised.

Care should be taken if there is a possibility of leakage natural/propane gas or gasoline from storage tanks or vehicles. Potential ignition sources should be controlled if flammable or combustible liquids are present.

Fire Protection Equipment
All fire protection systems including water supplies, fire pumps, sprinkler systems, and fire alarm systems should be checked to ensure that they are still in operable condition. The "Fire Protection & Life Safety Equipment Inspection, Testing and Maintenance Program" can be used as an inspection guideline (see other section in this manual). If they are not, then repairs should be completed as soon as possible. Check the "Emergency Contact Information" for possible contractors who can affect necessary repairs.

Flooding
Immediate steps should be taken to control flooding which is causing damage to buildings, equipment or the grounds. Openings in roofs or walls should be repaired or temporarily covered to control water damage. Roof drains should be cleared to prevent roof collapse from ponding water.

Insurance Claims
If there is any possibility of an insurance claim being filed as a result of damages suffered during the storm, complete documentation of all clean-up efforts should be maintained for loss adjustment. This would include all personnel (time), equipment, outside contractors, temporary protection, etc. For complete details on insurance, consult the Insurance Claims Procedures Manual. This is also found on Building Engines and in each management office usually in a “Red” binder.

11. Criminal Activity

If someone is seen wandering or appearing to be lost in the building, Building Staff will offer assistance. If necessary, escort them to the Property Manager to call their intended contact.

If someone is in a Tenant space and is unable to provide a verifiable contact person or documentation for their presence, ask the person to leave. If the person refuses to leave, contact the Washington, D.C. Metropolitan Police Department at 911 or the MPD Second District at 202-715-7300. Be prepared to describe the person when you call the security desk.

Examples of suspicious behavior are:

1. An unfamiliar person going from room-to-room or office-to-office.
2. A person standing in a hallway for a long period of time.
3. A person waiting outside of the building waiting for a secure door to open.

Employees should:

1. Use keys, access card and code properly.
2. Ensure any materials left in desk drawers are secure.
3. Ensure all vendors have registered with security and display vendor badges issued for current date.

Armed Attacker and Hostage Situations

No two incidents involving an armed individual or group are the same. Factors ranging from the attacker's motive, their knowledge of the facility layout, their weapon(s), the location and type of facility and the number of employees, customers or visitors can all influence the course and outcome of an incident involving an armed individual or group. An incident that begins as a 'straightforward' armed robbery can turn quickly into an armed standoff with hostages.

Prior to the September 11, 2001 terrorist attacks the standard advice when confronted by an armed attacker was to do exactly as told and not to resist. However, if the attacker has no regard for life, including their own, many individuals will take the approach of those on United Airlines flight 93. After the passengers attempted to gain control of the aircraft, it crashed in Pennsylvania before reaching the hijackers' intended destination. The consequences of this have materialized in subsequent air rage incidents where passengers have quickly subdued unruly individuals.

The decision on whether or not to intervene will be made by individuals, some of whom will, as on flight 93, decide to take action. No organization, however, can or should recommend that its employees resist an attacker.

The following are therefore generic checklists to consider when developing procedures for responding to an incident involving an armed attacker.

Armed Individual in the Facility

1. Comply with the demands of the individual(s) as well as you can
2. Never argue
3. Do not make any sudden movements that could startle the individual. Keep your hands visible.
4. Remain calm and try to avoid escalating the incident
5. Do not attempt to disarm or tackle the individual
6. If possible, talk to the individual and attempt to find out what they want. Do not make promises that you are not in a position to keep.
7. Provide first aid to those who have been injured
8. Assess possible escape routes
9. Make a mental note of the individual's physical appearance and the characteristics of the weapon(s)

Facility management and/or security should:

1. Call the emergency services
2. Move all employees away from immediate danger, evacuating those who can be removed safely from the vicinity
3. The decision to evacuate or shelter-in-place will depend on a number of factors, for example:
    - If the armed intruder is in the entrance or reception to the facility, the safest option may be to shelter-in-place, by going to the nearest room, locking the door, taking cover and staying out of sight
    - If employees can reach an external exit while maintaining or increasing their distance from the armed individual, they should evacuate (for instance if there is an exit on the opposite side of the facility to the attacker)
4. Give the police as much information as possible about the incident, including:
    - Number of attackers
    - Physical description (gender, height, clothing and so on)
    - Number and type of weapons
    - Location within the facility and a map of the facility
    - Possible motive and connection with the organization or its employees (such as ex-employee or employee spouse)
5. Secure the perimeter to prevent employees from entering the incident area
6. Preserve the crime scene. Do not touch, move or disturb any possible evidence.

Hostage Situation
If the armed individual is holding hostages, it is essential that the police are given information on:

1. The number of hostages and their names
2. Location of attacker(s) and hostages within the facility and a map of the facility
3. Direct dial telephone number of the office/location within the facility
4. Possible connections the hostage has with the armed individual (for instance former supervisor)
5. Secure the perimeter to prevent employees and others from entering the incident area
6. Preserve the crime scene. Do not touch, move or disturb any possible evidence.

Armed Robbery

1. Robber's motivation is usually cash or valuables, they rarely want to hurt anyone and seldom harm those who cooperate
2. Tell the robber that you will do what they want
3. The longer the robbery takes the more nervous and dangerous the robber becomes
4. Remain calm and cooperate
5. Inform the robber if there are other employees in another office or room – make sure there are no surprises
6. Give them all the cash/valuables that they demand
7. Do not attempt to tackle or chase the robber. To do either is to invite violence.
8. Use the silent alarm (in retail establishments) only if you can do so wholly unnoticed by the robber. Otherwise wait until the robber has left the premises before raising the alarm.
9. Make a mental note of the individual's physical appearance and the characteristics of the weapon(s)
10. Preserve the crime scene. Do not touch, move or disturb any possible evidence.

Some organizations (particularly retail) have standard robber description forms that should be completed s soon as possible after the incident. Victims should write down as detailed a description of the robber as possible and record everything they said.

Kidnap and Ransom

Each organization should establish appropriate procedures, including designation of persons responsible for determining the course of action. The following is generic information to consider when establishing procedures for responding to kidnap and ransom situation.

Understanding the 'role' of a kidnap victim in surviving a kidnap situation is crucial to the safe resolution of the incident. Every kidnap and ransom circumstance is unique, however there are a number of measures that can be taken to survive (US State Department guidelines, March 2002), including:

1. Remain calm. Prepare mentally, physically and emotionally for the possibility of a long ordeal.
2. Time is the key. Regardless of the threats, humiliation and/or abusive treatment, the likelihood of survival increases with time.

3. Follow instructions: kidnap victims are usually injured during the initial kidnap or during an escape attempt
4. Do not resist or attempt to escape. Aggravation creates escalation.
5. Attitude is everything. Be confident of survival. Remember that you are a valuable commodity to your captors. It is important to them to keep you alive and well.
6. Try to remain inconspicuous, avoid direct eye contact and the appearance of observing your captors' actions
7. Consciously put yourself in a mode of passive cooperation. Talk normally. Do not complain, avoid belligerency and comply with all orders and instructions.
8. If questioned, keep your answers short. Do not volunteer information or make unnecessary overtures.
9. Do not take on added value by saying you have wealth or a position of authority. Do not try to negotiate your way out.
10. Do not try to be a hero or endanger yourself and others
11. Do not make suggestions to hostage-takers as they may blame you if they do not work
12. Do not point out law enforcement officers to hostages-takers if you notice them
13. If you are involved in a lengthy, drawn-out situation, try to establish a rapport with your captors, avoiding political discussions or other confrontational subjects
14. Find a balance between being too assertive (which can aggravate the kidnapper) and too passive (which can reinforce their power and encourage aggression)
15. Maintain your sense of personal dignity and gradually increase requests for personal comforts. Make these requests in a reasonable low-key manner.
16. Establish a daily program of mental and physical activity to help you remain focused and sharp. Do not be afraid to ask for anything you need or want-medicines, books, pencils, papers, and so on.
17. Eat what they give you (even if it does not look or taste appetizing). A loss of appetite and weight is normal. Avoid alcoholic beverages.
18. Make a mental note of all movements (distances, times, landmarks, smells, sounds and so on)
19. Follow the directions of law enforcement officers, particularly if a rescue attempt is made

Civil Disturbance/Riot

Factors that could lead to minor and major disturbances:

1. Persons disgruntled with a building tenant or an event taking place.
2. Strike by union employees or labor.
3. Demonstration of political or other reason, which escalates into a confrontation.

What to do:

1. Notify the Property Manager and Security. If a major disturbance occurs, additional security officers may be required. Someone from Ownership should be contacted. If the media is on the premises – Employees have been instructed to follow the crisis communication guidelines.
2. Call the police.
3. Designated speaker should try to communicate with head/leader of disturbance.
4. Monitor the building.
5. Protect company property, building staff and tenants.
6. Notify engineering and maintenance should damage occur.
7. Security should prepare an incident report.
8. Emergency coordinator will be responsible for supervising the facility's fire protection equipment, assignment of personnel and securing all entrances including the loading dock area.
9. Electric, water and gas services, life safety and fire protection systems should be monitored restricting unauthorized personnel from having access by locking doors. Sprinkler control valves that are accessible should be padlocked. Communication systems, computers, building records, etc. should also be protected.
10. Should the disturbance escalate, the decision to evacuate the building should be made by the Emergency Coordinator.

Threatened Suicide

How to Respond:

1. Always notify the local police at 911 as soon as you become aware of a threatened suicide. Trained professionals will respond.
2. Always remain calm when dealing with a person threatening suicide. Keep in control.
3. Keep the person talking. Use phrases like “what can we do to help?” The operative word is "we" since you want the individual to feel like they are not alone.
4. Reassure the individual that they are not alone. Their problems can be resolved
5. Don't ask why they are threatening suicide.
6. Move slowly. Ask permission before approaching. If the individual is near the edge of a roof, and you charge after them, they could jump and take you with them.

According to numerous law enforcement agencies, suicidal persons may rehearse their suicide several times prior to committing the final act. If you intervene during a rehearsal and confront the individual, they may commit suicide at that point.

Suicide may be difficult to prevent because a building owner has no control over tenants and guests. However, good security will help to reduce the chances that there will be a location available for the attempt. Only

authorized persons should have access to rooftops and other similar areas. These areas should be locked at all times.

In the event of a suicide attempt, the emergency instructions contained within the various emergency response plans should be followed.

12. Hazardous Materials

Many hazardous materials do not have a taste or an odor. Some materials can be detected because they cause physical reactions such as watering eyes or nausea. Employees should:

1. Move away from the accident scene and help keep others away.
2. Call 911.
3. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke. If possible, cover mouth with a cloth while leaving the area.
4. Stay away from accident victims until the hazardous material has been identified.
5. Building Staff does not have training to determine whether an unknown substance is actually hazardous and will contact the public agencies each time an unknown substance is found.

13. Chemical and Biological Weapons

Events such as the October 2001 mailings of anthrax-tainted letters in the US, the 1995 release of sarin gas in a Tokyo subway by the Aum Shinrikyo and the reported plans by Al-Qaeda to use a crop duster to disperse chemical or biological (chem-bio) agents have raised public awareness of the threat posed by these weapons.

Governments around the world are allocating billions of dollars to increase emergency services and public health preparedness for chem-bio attacks. Although media organizations and government offices were the targets of the anthrax letters, offices and other workplaces remain potentially vulnerable to chem-bio attack, whether by mail or through the release of a chem-bio agent in an urban area.

What to Look For
The majority of chemical agents are aerosol or large particle liquids. (The exceptions are riot control agents dispersed as fine powder.) The agents can be disseminated through evaporation, exploding munitions or a mechanical spray device. A number of factors will influence the speed and effectiveness of dispersal, including meteorological conditions:

1. Wind speed
2. Precipitation
3. Temperature
4. Temperature inversion (the reversal of normal temperature patterns. For example, cold air is trapped close to the ground by a layer or warm air, trapping pollution and possibly other contaminants close to the ground where they would normally disperse.)

In closed environments such as inside a building or subway system, weather conditions are not a factor. Inside a facility, dispersal factors include the airflow and pressure created by the HVAC system, the airflow created by elevators, the efficiency of air filters (if any), the temperature and humidity.

The onset of chemical agent symptoms can vary from seconds to hours depending on the agent involved and the method of delivery. Indictors of possible chemical weapon use include:

1. Unexplained casualties:
    - Multiple victims
    - Serious illnesses
    - Nausea, disorientation, difficulty breathing, convulsions
    - Definite casualty patterns
2. Dead or dying animals
3. Unusual liquid, spray or vapor:
    - Droplets, oily film
    - Unexplained odor
    - Low flying clouds/fog unrelated to weather
4. Suspicious devices/packages:

- Unusual metal debris
- Abandoned spray devices
- Unexplained munitions

Anthrax Letters
Between September and November 2001, 22 cases of anthrax infection occurred in various locations across the eastern United States. In nine of the 11 inhalation anthrax cases, the source of infection was confirmed as postal service delivered mail. The source of the exposure in the remaining two cases had not been determined by mid-2002. Five of the inhalation infection victims died. All the cutaneous (skin) infection cases recovered.

Biological agents can be in liquid (aerosol) or dry form (fine, dry particles). The actual appearance of an agent (color, particle size and so on) will depend on the procedures used in manufacture and can vary widely for even the same agent.

Military munitions, spraying devices, crude bombs or simple dispersal devices, such as envelopes, can be used to deliver biological agents in liquid aerosol or dry particle form. Biological agents can also be delivered through food or water contamination. As with chemical agents, meteorological conditions influence dispersal. In closed environments, such as inside a building or subway system weather conditions are not a factor. Inside a facility, dispersal factors include the airflow created by elevators, the efficiency of air filters (if any), the temperature and humidity.

The incubation period for those affected by a biological agent can vary from a few hours to one month and more, depending on the agent. (The anthrax incubation period can be, dependent on the dose, up to 43 days.) Indicators of possible biological weapons use include:

1. Unusual/unexplained outbreak of non-specific illnesses:
    - Flu-like illnesses, fever, pneumonia with atypical symptoms
    - Bleeding disorders
    - Rashes, skin irritation
    - Diarrhea
    - Muscle weakness, paralysis
    - Unusual illness for region/area
    - Definite pattern inconsistent with natural disease
2. Unusual outbreak of dead or dying animals
3. Unusual liquid, spray or vapor:
    - Spraying and suspicious devices or packages

Warnings
1. If a chem-bio release is suspected within a facility NEVER attempt to identify the source of the outbreak or the type of agent

2. Evacuate employees from the area of release to a safe location upwind and wait for the arrival of the emergency response teams. NOTE: this means that the standard evacuation location may not be appropriate.
3. Separate those exposed to the suspected release from those who were not
4. If you are unsure of the best course of action, it may be best to shelter-in-place: close doors and windows, shut down the HVAC system, stop elevators and remain in place until receiving guidance from the emergency services

Response Procedures
It is important to understand how the emergency services will respond to a chem-bio incident. This knowledge will reduce confusion and panic among those affected and therefore improve the efficiency and effectiveness of the response. The following guidelines provide an overview for organizations and their employees of what to do in the event of such an incident and detail the information emergency response personnel will require.

It is advisable that organizations liaise with their local public safety agencies when developing response plans as in many cases they will be able to provide advice based on local conditions and procedures.

Each organization should establish appropriate procedures, including designation of persons responsible for determining the course of action. The following is generic information to consider when establishing procedures for responding to an incident involving a suspected chem-bio attack.

In the event of a suspected chem-bio release inside a facility:
1. Call the emergency services
2. Contain: If possible, seal off the area in which the release is suspected, closing all doors and windows and shutting down the HVAC system
3. Evacuate personnel to a pre-determined location. Ideally this should be uphill, upwind and at least 300 ft (90 m) from the facility. Ensure all doors and windows are closed after the evacuation.
4. Separate those who were exposed to the suspected release from those who were not. The exposed individuals should remain at least 50ft (15 m) from the main group (upwind and uphill). Avoiding cross-contamination through separation is critical. For example, in an anthrax incident those exposed will be decontaminated and receive antibiotics first, significantly improving their chance of survival.
5. Wait and ensure that all those involved remain on-scene until the emergency services arrive. This helps prevent the spread of further contamination from the incident site to other locations such as hospitals.
6. Reassure those involved that help is on the way. Watch for and treat signs of shock.
7. If requested by the emergency services, suggest appropriate (and ideally pre-planned) access routes and staging areas at a safe distance from the facility
8. No one who is able to walk and talk is in immediate danger of loss of life
9. In any chem-bio incident there will be panic and possibly hysteria. Managing that panic is a key step in safely resolving a critical incident.

Provide as much information as possible to the emergency services, including where known:

1. Description of the item or substance:

- Powder, liquid or solid
- Color
- How much is there (for instance a pinch, teaspoon, cup-full and so on)
- Does it look like anything recognizable such as salt, washing powder, oil, milk and so on
- Is the substance very fine (like cigarette ash) and affected by the normal movement of air, or is it heavy (like sand)

2. Who has seen or touched the item
3. Why it is suspicious
4. Where in the facility the substance is located and how to distinguish it from other items. Provide emergency services with a site map.
5. What the room looks like (a sketch diagram of the room could be helpful)
6. When the substance was found
7. How the substance was found
8. When it was first discovered or identified as suspicious
9. Who discovered or identified it
10. Any known reason why someone placed the substance there
11. What evacuation or shelter-in-place measures have been implemented

On arrival at the incident scene emergency response personnel will establish site boundaries that allow for enlargement/shrinkage if the weather changes (for instance if the wind changes direction) or the agent becomes known and a different site size is warranted.

In the event of a suspected chem-bio incident near your facility, emergency services personnel will instruct you on the safest course of action. Depending on the nature of the incident, the type of agent involved, meteorological conditions and distance to the incident site, this may involve evacuation or shelter-in-place.

Always follow instructions from emergency services personnel.

Personal Decontamination
If you believe a vapor chemical agent has contaminated you, evacuate the incident area (uphill and upwind) and wait for medical assistance. If you believe a liquid chemical agent has contaminated you, follow these procedures immediately:

1. Immediately evacuate the area/facility where contamination occurred (uphill and upwind)
2. Remain in the evacuation area and wait for professional medical assistance. DO NOT make your own way to a hospital or medical center, as this will spread contamination.
3. If contaminants are visible on skin:
    - Immediately scrape off the agent with a flat edge, such as a stick, the edge of a book or credit card (do not use anything that may break the skin)

- Use absorbent material to soak up the agent (soap detergent, dirt, flour and so on)

4. After removing any visible agent from the skin, remove clothing and continue:
    - Physical removal: flush with copious amounts of soap and water. If water is unavailable use dirt, flour or whatever absorbent material is available to reduce the amount of agent on the skin.
    - Do not put contaminated clothing back on
5. Always follow directions from emergency services and public health personnel
6. Emergency services personnel may decide to decontaminate some or all of the people at or near the scene of the suspected release. Cooperate and let them assist you, even if you believe that you have not been contaminated. They may have information that you do not. Do not worry about personal items collected before decontamination, as there will be systems in place to safeguard them and to ensure they are returned.

The information on chemical-biological weapons was derived from Jane's Chem-Bio Handbook.

14. Nuclear and Radiological Weapons

The June 2002 US Department of Justice announcement of the arrest of a suspected Al-Qaeda member who allegedly planned to detonate a radiological dispersal device, or dirty bomb, in Washington, DC raised public awareness (and fear) of the threat posed by nuclear and radiological weapons.

Due to their psychological and social, as well as casualty impact, nuclear and radiological weapons are potentially valuable to terrorists as tools of terror and disruption. Managing the fear generated by a nuclear or radiological incident can be just as important as preventing casualties. Expect fear and panic in reaction to an incident even if your workplace is not in immediate danger. There will be an immediate urge to leave work and return home; however this could lead to other casualties if evacuation is not yet warranted. Managing that fear and reacting effectively is essential.

Radiation contamination
Radiation is invisible, odorless and tasteless. The recognition of a radiological attack after a device has detonated is complicated by the delayed onset of radiological symptoms, if they occur at all.

Without the use of radiological detection equipment, recognizing a radiological attack is difficult unless there have been verbal threats, warnings or other such indicators. Indicators that radiological contamination may have occurred include:

Unusual numbers of sick or dying people:

1. General symptoms of radiation sickness including nausea, vomiting, diarrhea, fatigue, weakness, fever, reddened skin and headaches
    - Casualties may happen hours, days or weeks after an incident
    - Time elapsed between exposure and appearance of symptoms depends on the radioactive material used and the dose received
2. Unusual metal debris, unexplained devices or munitions-like materials
3. Radiation symbols on container labels
4. Heat-emitting material without any visible energy source
5. Glowing material or particles (radio luminescence, colored residue at the scene)

After any nuclear or radiological incident the goal is to keep radiation exposure as low as possible. Keep in mind four exposure factors:

1. Time: Reduce the duration of exposure
2. Distance: Increase distance from the radiation source
3. Shielding: Place shielding between yourself and the source
4. Quantity: Limit the quantity of radiation (reduce contamination)

Remember that fallout from plumes of radiological material may spread downwind.

Contamination occurs when radioactive materials cling to exposed body and clothing surfaces, are breathed in or consumed in food or water. External contamination is dealt with through decontamination procedures which when done rapidly, can be effective. Changing clothes under controlled conditions can remove up to 95 percent of external contaminants.

1. Remove clothing and place in a tightly sealed plastic bag for disposal
2. Shower entire body, including hair, with copious amounts of soap and water followed by a water rinse
3. Put on clean clothes
4. Follow up with medical personnel to ensure decontamination

Individuals with internal contamination require specialized medical treatment.

It is important to remember that immediate life concerns should come before radiation concerns in a nuclear or radiological incident. The threat of fire, structural collapse or other imminent danger outweighs radiation factors.

Radiological Device
In May 2002, US authorities arrested a suspected member of Al-Qaeda on arrival at Chicago O'Hare International Airport on a flight from Pakistan. The Department of Justice announced subsequently that the suspect had allegedly investigated the construction of conventional explosive devices and radiological dispersal devices or dirty bombs. Although the individual was not reported to have any components or a specific target, the authorities believe he intended to detonate a radiological device in Washington DC.

Warning

1. Evacuate employees from the area of release to a safe location upwind and wait for the arrival of the emergency response teams. NOTE: this means that the standard evacuation location may not be appropriate.
2. Separate those exposed to the suspected release from those who were not
3. If you are unsure of the best course of action, it may be best to shelter-in-place: close doors, windows, shut down the HVAC system and elevators and remain in place until guidance from the emergency services is given (for example if your facility is downwind of the incident site)

Nuclear Weapons
Nuclear weapons are the least likely, yet potentially most devastating means of terrorist attack. They would most likely be used on high-value, symbolic targets in urban areas. The detonation of a nuclear weapon causes:

1. Intense light lasting 1-10 seconds
2. Thermal pulse: flash fires, blindness if the light is viewed directly, skin burns of varying severity depending on distance from blast
3. Blast wave: a shock wave whose force and effects decrease with distance from point of origin (first leveled buildings, then felled trees, then only shattered windows)
4. Electromagnetic pulse: disabled electronic equipment, including cars, radios, computers and telephones
5. Visual effects: Mushroom cloud or other large plume at the point of origin

6. Radiation: the highest doses will be present at the blast site, although contaminated fallout can travel great distances

Response Procedures
Each organization should establish appropriate procedures, including designation of persons responsible for determining the course of action. The following is a generic checklist to consider when establishing procedures for responding to an incident involving a nuclear device.

Certain survival steps can help you survive a nuclear blast. These are not foolproof and, depending on the distance from the blast, they may be of no help at all. However, there are reports of people surviving nuclear blasts by taking similar actions. At first notice of a nuclear weapon detonation (usually intense bright light or a warning signal):

1. Immediately look away from the light and close your eyes
2. Drop to the ground or floor
3. Immediately get away from windows and behind cover (a wall, a ditch, a desk, a stairwell below street level, anything outside the line-of-sight to the explosion)
4. Cover exposed skin
5. Cover nose and mouth with cloth to prevent particles from being inhaled
6. Wait until blast has passed, rapidly move away from the suspected blast origin if outside, or down to the basement or other shelter area if inside

The decision to evacuate or shelter-in-place during a nuclear incident is a difficult one. Factors such as the distance from the blast site and the size of device will influence that decision. Even so, many experts disagree on the best course of action. Some believe that immediate evacuation is required due to the threat of fire, the need to reduce the distance between you and the highly radioactive blast site. However, others believe that a mass evacuation after an explosion will only increase radiation exposure and that the shielding afforded by concrete buildings is more effective than increasing distance from the incident site.

Always follow the directions of emergency response personnel but if you must make a decision keep the following factors in mind:
Evacuate using standard procedures if:

1. Directed to do so by emergency response personnel
2. Evacuation can be made into the wind and away from the suspected explosion site. This depends on the location of the building relative to the incident site and the wind direction.
3. Adequate transportation or evacuation routes are still functioning and accessible
4. The treat of fire or structural collapse outweighs radiation factors. Immediate life concerns should come before radiation exposure concerns in a nuclear or radiological incident.
5. Cover nose and mouth with a cloth to prevent inhalation of radioactive particles

If evacuation is not possible or safe or if emergency personnel request it, shelter-in-place:

1. Nuclear devices can cause extensive damage to buildings. Shelter-in-place decisions should be made only if the building is still sound and provides protection. If the building is on fire or on the verge of collapse, evacuate immediately.
2. Shut down the HVAC system (if not already off)
3. Move to an underground area such as a basement or shelter and close all doors to areas of possible contamination. The ground and concrete structure of the building should provide some protection against radiation.
4. Use decontamination procedures (above) if dust from the explosion has entered the building or if people are coming in from the outside
5. If inhalation or ingestion is suspected immediate specialized medical care will be required

Radiological Weapons
There are three main types of radiological weapons:

1. Radiological Dispersal Devices (RDDs), also known as dirty bombs, use conventional explosives to spread or disperse radiological material:
    - RDDs are generally considered weapons of mass disruption (panic, fear, chaos and so on) rather than mass destruction, with less casualty-generating potential than nuclear devices
    - RDDs are capable of causing considerable radiation contamination and are a serious health hazard
    - While the conventional explosives used in an RDD would cause causalities and structural damage, radiological experts believe it is doubtful a RDD would generate immediate radiation-related deaths
    - The limited delivery area of RDDs means the radiation would not kill large numbers of people. The effects would depend on the type and amount of radioactive material used.
    - If undetected and untreated, it could take days, months or years for an RDD to cause radiation casualties. This is particularly true in urban areas, where building materials such as concrete would provide some shielding.
2. Simple Radiological Dispersal (SRD), the most basic form of radiological weapon, is the deliberate spreading of radioactive material by, for example:
    - Radioactive material added to food or water supplies to cause radiation poisoning
    - Placement in an envelope and mailed to a specific person (much like the October 2001 anthrax in the US)
    - Radioactive sources planted or placed in a target area with the intent of exposing persons to high radioactive doses
3. Simple Radiological Dispersal Devices (SRDD) are created by combining radioactive material with a non-explosive scattering device, such as a fan or atomizer

Simple Radiological Dispersal
In 2000, a Japanese pharmaceutical worker was arrested after stealing a small bottle of radioactive Iodine-125 from the refrigerator at his lab and releasing it into a subway station in Osaka. The small amount of material represented a very low level of radioactivity and no one was injured.

Response Procedures
Each organization should establish appropriate procedures, including designation of persons responsible for determining the course of action. The following is generic information to consider when establishing procedures for responding to an incident involving a radiological weapon.

If the presence of a RDD is suspected, pre-blast response procedures should be similar to those for a suspected bomb. The radiological impacts should be secondary to the impacts of the explosive device when lives are at risk.

The decision to evacuate or shelter-in-place during a radiological incident is simpler than that for a nuclear incident. Most experts believe that the shielding afforded by concrete buildings is more effective than increasing distance from the incident site. However, always follow the directions of emergency response personnel. If you must make a decision keep the following factors in mind:

Evacuate the building using standard procedures:

1. If directed to do so by emergency response personnel
2. If the threat of fire or structural collapse outweighs radiation factors, for example, if the building was the target of a large bomb that incorporated radioactive materials (as with an RDD). Immediate life concerns should come before radiation in a nuclear or radiological incident.
3. If a suspected radiological weapon is found in the building (could be a very small device)
4. Always evacuate into the wind and away from the suspected point of origin of the explosion
5. Cover nose and mouth with a cloth to prevent inhalation of radioactive particles
6. Shelter-in-place
7. Large bombs, such as those possibly used as an RDD, can cause extensive damage to buildings. Shelter-in-place decisions should be made only if the building is still sound and provides protection. If the building is on fire or on the verge of collapse, evacuate immediately.
8. Shut down the HVAC system to prevent contamination by radioactive particles
9. Send everyone to an underground area such as a basement or shelter and close all doors to areas of possible contamination. The ground and concrete structure of the building should provide some protection against radiation.
10. Use decontamination procedures (above) if dust from the explosion has entered the building or if people are coming in from the outside
11. If inhalation or ingestion is suspected immediate medical care at a hospital may be required. Coordinate efforts with local emergency medical services and public health department.

15. Medical Emergencies

When an employee, tenant or visitor is injured on company property, the immediate priority is to get proper medical treatment for the injury. Emergency medical services personnel (ambulance, paramedic, rescue squad, etc.) should be notified quickly and first aid should be administered by building staff members who have proper training. As soon as possible after the emergency, a full report of the incident should be prepared and management should be informed.

When notified of an injury or media alert, the following procedures should be followed:

1. Notifications
    - Notify the Emergency Medical Services (911, ambulance, paramedic, rescue squad, etc.)
    - Provide the following information:
        - Location of the patient
        - 1800 M Street
        - Location within building and entrance closest to patient
        - Nature of the medical emergency
    - Notify the Emergency/Medical Response Team
    - Members of the Emergency Response Team who have been personally trained in first aid, the Property Manager, should be notified. Only those employees who have been trained in first aid or CPR (cardio-pulmonary resuscitation) can administer treatment.
2. Patient Treatment
    - Keep the patient lying down, covered and warm.
    - Do not move the patient unless he/she is in imminent danger in their present position.
3. Rescue Personnel Assistance
    - Meet/Assist the responding rescue personnel.
        - Security or other designated personnel should meet responding ambulance or rescue personnel at the front entrance (or other designated location) and direct them to the location of the patient.
4. Incident Report
    - Refer to insurance manual for workers' compensation non-employee injury report forms. Provide complete information on:
        - Person injured (name, address, phone #)
        - Nature of the accident
        - Witnesses to the accident (name, address, phone #, and their signed statements if possible).
    - The incident report form should be filed in accordance with the insurance instructions. For serious incidents prompt notification to insurance personnel should be made.

5. Management/Safety Committee Review
    - Each accident should be reviewed by management, engineering, and safety committee personnel to determine whether any corrective action is required. Corrective action could include employee training, modifications or repairs to facilities/equipment.

16. Communicable Disease

Avian Influenza
The strain of avian influenza now spreading is known as H5N1. The virus was first identified in Hong Kong in 1997, and it has moved throughout Southeast Asia and, more recently, into Europe. H5N1 has proved lethal in more than half the human cases that have occurred. So far, all of those cases have been caused by direct contact with chickens carrying the disease. Yet scientists fear that one day the virus will mutate into a disease that can be spread between humans via casual contact, like the seasonal flu. Today, people move around the country and the globe faster than ever before. According to the Federal Aviation Administration, in 2005 an average of 31,600 domestic and international flights took off and landed in America's airports every day. In such a mobile society, an outbreak of that kind anywhere means an outbreak everywhere. A pandemic, unlike other disasters, can happen in a thousand different places all at the same time. It is states and communities that will be on the front lines in fighting the pandemic. They will be the ones making decisions about whether to close schools or cancel public events. Security professionals must be aware of the possibility of an outbreak and be prepared to function in their professional capacity during a very stressful period.

Transmission
Avian flu is currently transmissible only by direct contact with infected birds. However, if the virus mutates so as to become transmissible between humans, it will be transmitted in the same manner as other flu like diseases.

Droplet Transmission
Droplets are generated from the source person primarily during coughing, sneezing, or talking. Transmission via large-particle droplets requires close contact between source and recipient persons, because droplets do not remain suspended in the air and generally travel only short distances (about 3 feet) through the air.

Contact Transmission
Direct-contact transmission involves skin-to-skin contact and physical transfer of microorganisms such as occurs when personnel shake hands or otherwise come into physical contact with an infected person. Contact transmission may occur through either direct skin-to-skin contact or through indirect contact with the virus in the environment. This may occur through handling the phone, equipment, water faucets, or even touching the desk.

Planning

Assumptions
Most people will be susceptible to infection if the virus is present. If an outbreak of bird flu does occur, it is estimated that approximately 30% of the population will be affected. Though the virus may have a higher impact on the young and elderly, working adults may experience illness in 20% of the population. Some persons may become infected and not exhibit symptoms. It is important that we maintain contact discipline if there is any indication that this disease has become transmissible between humans. The government estimates that absenteeism will increase due to illness or the illness of a family member. Some employees may be required to remain at home because the schools have been closed. In addition, some employees may fear reporting for duty for fear of being infected. The estimated affect on absenteeism is a 40% increase. The typical incubation period for the disease is two days. This is the period between actual infection and the onset of symptoms. Persons who become infected can usually transmit the disease for one day prior to the onset of symptoms and the greatest risk of transmission is within the first two days after symptoms appear. On average, infected persons will transmit the infection to at least two other people. In an affected community, the government anticipates that an outbreak will last 6-8 weeks. However, we must be aware that our transient society may allow for the infection to be re-

introduced at any time. Estimates of infection rate and mortality have been made based on comparison to the rates of two previous pandemics. The 1957 and 1968 pandemics had moderate effects while the 1917 pandemic was severe. Using these as guides, it is estimated that a new pandemic in the United States could cause between 865,000 and 9.9 million hospitalizations, and between 209,000 and 1.9 million deaths.

Preventative Measures

Flu Shots
These viruses change each year and there is no current anti-viral drug available for the bird flu. However, current flu medications may provide some protection from the most severe symptoms of infection. Our positions put us in close contact with perhaps hundreds of people each day. Any of these individuals could be infected. We encourage all of our security professionals to consult their physician about the advisability of getting a flu shot. Make sure that your doctor understands the position you hold and the contact that you have with numerous people.

Cough, Sneeze and Contact Discipline
Remember that the disease may be spread through droplet transfer and skin to skin contact. Droplets can travel about 3 feet and maintaining this distance may be an effective preventative. If an outbreak is announced, always maintain minimal distances. You may have to post advisories to this effect so that your tenants understand. Any posting of advisories must be with the approval of Owner. Surgical masks may be an alternative if you have some symptoms but are not seriously ill. They may also be worn to keep from becoming infected while traveling to and from work; especially if you use public transportation. This again is subject to the fact that a pandemic has been announced and with the approval of Owner. Cough and sneeze discipline should be practiced at all times. However this is especially important during a pandemic. Always cover your nose and mouth when you cough or sneeze. Use a tissue if possible and wash your hands frequently. Check to see if the soap you will be using is an anti-microbial. You may want to bring your own soap in a soap dish. Keep some sort of hand sanitizer with you at all times. Most alcohol based hand sanitizers offer greater protection than soaps and do not dry out the skin as much. Use the sanitizer if you cough or sneeze, though you may have used a tissue. The hand sanitizer will also help to protect you from infection if you come into contact with surfaces or individuals that may have been infected. Keep sanitizing sprays available to spray the telephone and radios that others may have used before you use them. If you become ill, notify the office immediately and maintain a safe distance from all others.

Pandemic Plan
Property Manager should serve as the coordinator for all activity in the event of a pandemic outbreak. Property Manager, along with the assistance of ownership, will coordinate the response, determine additional supplies and equipment needs and insure that adequate measures are in place. Property Manager will monitor the media and advisory web sites for information and advisories. Any information that becomes available regarding an expected or actual outbreak, a possible medication being made available or any other official advisories will be made available to the post and the client representatives. Security professional call offs will be closely tracked to determine if there is a pattern of illness in a particular area and a determination will be made regarding the implementation of the plan for the entire region of for the specific area of the illness. In the event of a pandemic announcement:

1. All employees are encouraged to contact their physician for flu shot advice. Any employee who has received a flu shoot should advise the office so that we may make decision on staffing procedures and track the efficacy of this treatment in our employee population.
2. We will operate on the assumption that 40% of our workforce will be affected and unable to report for duty. Schedules will be developed that may include 12 hour shifts, six day weeks. These schedules may

or may not be activated depending upon the effect on staff and geographic location of the outbreak. Some employees may be transferred on a temporary basis to fill needs at other sites.

3. Signage will be prepared with the approval of client representatives advising tenants and client employees of the pandemic announcement and asking for their cooperation during the outbreak.
4. Hand sanitizer and sanitizing sprays will be provided to each post beginning with the posts nearest the recognized outbreak.
5. Client representatives will be contacted and the steps to be taken discussed. Steps will include shift realignment or employee transfers, issuance of protective masks and their use on site and tenant/employee notifications.
6. Signage will be created and offered to clients explaining the need and procedures for contact, cough and sneeze discipline.
7. A copy of this plan or abbreviated versions will be provided to all employees.

We must all recognize that these procedures are in the best interest of each of us, our families, our co-workers and our tenants. Your assistance is of paramount importance to the successful implementation of our plan. Working together with Staff Procedures dedication and professionalism will minimize the impact on our business and on our personal lives.

Important Informational Resources

- U.S. Government web site on pandemic flu - www.pandemicflu.gov
- Center for disease control - www.cdc.gov
- U.S. Department of Health and Human Services - www.hhs.gov
- World Health Organization - www.who.int

17. Aircraft Impact

The following information summarizes conditions that responding emergency personnel could experience in the event of an aircraft impact. The extent and severity of the problems will depend on a variety of factors such as the following:

1. Size and point of impact of the aircraft, time of day, (e.g., normal work hours would increase the human toll due to the large population in the building at that time).
2. The severity of structural damage to the affected building will depend upon the size of the aircraft.
3. The likelihood of a severe flammable liquids fire at the point of impact and on floors above and below that point due to the ignition of aircraft fuel. There is a distinct possibility that the fuel will find its way into emergency stairwells and elevator shafts. Ignition of the fuel in these areas will present great difficulties relative to emergency evacuation and emergency access to the areas involved.
4. Fire protection systems, e.g., automatic sprinklers and standpipe systems which are essential to achieve control of a fire in a high rise building, may be ineffective as a result of an aircraft impact. This could result from damage to the piping at the point of impact. This would render the systems inoperable. In addition, the sprinkler system, even if intact, could be overwhelmed by the size and severity of a fire resulting from aircraft impact.
5. Other building systems, which are critical to the emergency response capabilities in a high rise building such as elevators and public address systems, may be placed out-of-service or their use seriously impaired as a result of aircraft impact.
6. A high probability that there will be multiple fatalities and injuries, many of which will be of a severe nature and that people may be trapped above and below the point of impact.
7. Injury to pedestrians and motorists as a result of debris falling from the upper floors.
8. A high probability of impeded access of emergency response personnel to the area involved due to the mass evacuation of occupants and the confusion or panic normally inherent in such an extreme emergency.
9. Damage to other buildings in the vicinity from falling debris and secondary fires which could result from the ignition of fuel from ruptured fuel tanks. Other company buildings, including their occupants, could be in jeopardy.
10. Because of probable severe consequences of any aircraft impact, maximum mobilization and response of the EPO will be required. In addition, coordination with outside emergency forces and/or agencies such as the FD, EMS, PD, etc., will be of extreme importance.

Emergency Operations Center (EOC) Operational Guidelines

Normal Working Hours: The IC shall activate the Incident Command System.

After Hours: Notify the Vice President and all personnel listed on the Emergency Notification Listing.

1. Notify the FD, PD and EMS by phone (911), according to the Fire Plan for the building involved and advise them of the condition.

2. The EOC shall request via radio, that all available personnel respond to the EOC or other designated location, for duty assignments.
3. The EOC, shall contact all off-duty Security Personnel and request that they report immediately to the EOC.
4. Contact the DCT by using the group page system, advise them of the situation and request they report to the EOC. NOTE: After hours, contact the DCT Commander at home.
5. Contact HVAC personnel
6. Make an evacuation announcement over the PA system to any subsequent floor(s) affected by the problem.
7. All transmissions over the air will be monitored by the EOC. All unrelated radio communications will cease immediately.
8. When the emergency period is over, notify the Vice President of Security and any other person that he suggests is notified.
9. An Incident Report shall be completed in detail and forwarded to Security as soon as possible following the incident.

Emergency Response Team (ERT) Operational Guidelines

ERT will be dispatched to the nearest safe location below the point of impact to perform the following actions in the event of an aircraft impact or related fire.

1. All Security Personnel shall respond to the Emergency Preparedness Room and stand-by for further instructions.
2. Each ERT will consist of a Team Leader and at least two (2) members and will be dispatched by the EOC. The EOC will determine priorities; evacuation (life safety) is the first priority.
3. All operations at the scene of the incident shall be directed by the Operations Commander (OC).
4. Upon arrival at the staging area, the ERT personnel shall conduct emergency operations according to the instructions for emergency response to fire in the Fire Contingency Plan.

The ERT may return to normal duties when the emergency has been controlled and the IC (or designated alternate) has been notified by the BFD Incident Commander that the emergency period is terminated.

- Any alarm and/or fire protection systems that were activated as the result of the incident may now be reset or otherwise restored to service.

Fires in surrounding combustibles can be extinguished if the attempt at extinguishing does not present undue hazard to ERT members. Do not attempt extinguishment if you feel conditions are hazardous. Evacuate the area. The BFD will take over.

Damage Control Team (DCT) Operational Guidelines

As soon as the DCT Commander becomes aware of an aircraft related emergency, he shall respond to the EOC and shall direct the activities of the DCT. In the event of an aircraft impact, the DCT will be of vital importance due to their knowledge of building systems. The DCT Commander shall direct the operations of the team according to the following procedures:

- Notify the HVAC Engineers of the emergency, advise them of the situation and request they respond to the EOC for further instructions.

The EOC will direct the DCT to respond to the following areas:

1. Dispatch a DCT Electrician and a DCT Plumber to the main fire pump room in the affected building.
2. Dispatch DCT Plumbers to standby at the sprinkler or standpipe control valves. DCT Plumbers shall make sure the valves are in the full open position. **Note**: In the event of damaged standpipe piping, DCT Plumbers will improvise alternate water supply under the direction of the BFD Incident Commander and DCT Commander.
3. Request that DCT Electricians stand-by to assist in de-energizing electrical circuits in the emergency areas if requested by BFD Incident Commander.
4. Request the DCT respond to the EOC with a damage control cart.
5. The DCT may return to normal duties only after the IC has determined the emergency period to be over and the services of the DCT are no longer required. The DCT Leader will in turn notify all DCT members.

SECURITY ESCALATION MATRIX
CONFIDENTIAL – FOR INTERNAL USE ONLY

Threat Level Definitions:

Level 1 – Low (Green)
A Threat Level 1 addresses the threats for a facility under conditions prior to the events of September 11. There is a low risk of terrorist attacks.

Level 2 – Guarded (Blue)
A Threat Level 2 addresses the conditions where there is an increased possibility of a more serious act of crime, civil disturbance, or terrorist attacks similar to the September 11 incident. There is a general risk of terrorist attack.

Level 3 – Elevated (Yellow)
A Threat Level 3 addresses the conditions where there is a heightened and general threat warning for a likely terrorist act issued by Government agencies for the American public or facilities in the United States. There is a significant risk of terrorist attack.

Level 4 – High (Orange)
A Threat Level 4 addresses the conditions where there is a new terrorist incident occurring somewhere in the United States. The attack will have been perpetrated and the likelihood of another attack may be considered imminent, placing all facilities on alert. In this instance, Government agencies may or may not mandate specific actions be taken. There is a high risk of terrorist attack.

Level 5 – Severe (Red)
A Threat Level 5 addresses the conditions where there is a known credible or imminent threat to a specific facility consistent with a terrorist type attack. In this case, it is anticipated that local and federal law enforcement agencies would discover a specific threat, determine its credibility, and act to inform the target. There is a severe risk of terrorist attack.

Level 6 – Damaged (Brown)
A Threat Level 6 addresses the conditions where the facility was damaged due to a successful terrorist attack against the facility. Although unthinkable, depending on the severity of the damage, partial or total occupancy may be possible. Once the investigation is completed, the building will then be released to the owners by the law enforcement agencies having jurisdiction.

18. Disaster Recovery

Pre-positioned Resources

Include off-site (in both electronic and hard copy format) copies of building records necessary for permanent building repairs and continuity of operations. In the event that authorities prohibit access to the building, management office operations will be continued out of one of three regional offices maintained by Columbia Property Trust. These are at in the West End of Washington D.C., Tysons Corner, Virginia, and Gaithersburg, Maryland.

Additionally, resources necessary to address the professional services portion of recovery have been identified. These include a building architect, construction manager, structural engineer, electrical engineer, mechanical engineer, general contractor, and specialty contractors for roofing, window wall system, security/fire protection systems, electrical, plumbing, and HVAC.

The identification, notification, and coordination of initial recovery stages with the pre-positioned team will minimize recovery time, provide critical information in the claims settlement process, and minimize revenue losses.

Ensure on-site recovery resources include those listed in the Emergency Equipment List.

Post Event Recovery Procedures

1. Coordinate prompt medical attention as needed.
2. Convert Management Office to Building Emergency Command Center; activate emergency protocols and reporting structure. If required, relocate Command Center offsite to operational Columbia Property Trust regional office.
3. Assemble/contact available Building Staff and service contractors. Update them on conditions and their direct assignments in recovery operations. Notify families about the status of personnel on the property.
4. Physically secure the premises/enforce access restrictions utilizing physical barriers as necessary.
5. Ensure required/necessary shut off of utilities has occurred. Promptly report and periodically request updates for all utility outages.
6. Arrange for immediate and continuing periodic delivery of fuel for emergency generator.
7. Ensure ongoing safety by monitoring and evaluating remaining hazards.
8. Identify currently available public information and news communications, and provide method of monitoring.
9. Restore life safety systems. Ensure all available building protection systems have been reactivated, and arrange for on a priority basis for repair/replacement of those that cannot.

10. Provide for adequate water, food, and shelter conditions for on-site staff working extended hours.

11. Initiate water removal procedures, as applicable.

12. Inventory damage. Record images of items and conditions.

13. Ensure periodic communications occur for periodically updating building web site, owner's representatives, and Columbia Property Trust senior management and public relations personnel in regards to current status. Refer all media inquiries to company public relations officer.

14. Develop, in conjunction with the building insurance company and local officials, a statement of restoration of building function and services for tenant distribution.

15. Enable C&P Corporate Plan for site management activities.

16. Ensure that structural integrity assessment is performed promptly if physical damage to building has occurred.

Plans and Records

1. Detailed building plans, copies of permits and inspections are important in disaster recovery and business continuity.

2. Record keeping forms includes listings of personal property, major pieces of equipment, and equipment and tools inventory for insurance claim and continuity of operations.

3. Insurance information will include explanations of coverage, claims procedures, record keeping requirements, and restrictions on personnel entering a disaster area.

4. Accounting information should describe the process by which funds are requested and made available for disaster recovery efforts. Building Management will establish job order numbers and accounting codes for repair work and purchases.

5. Maintain both off-site and on-site in fireproof/water proof container the following information manuals: FEMA Planning for Survival (H-20), FEMA Emergency Food and Water Supplies (FEMA –215).

Salvage Operation Procedures

Include a list of resources, team members, scope and lines of reporting authority and expense authority.

Initial salvage operations will include separation of damaged from undamaged material, recording, documenting, and maintaining damaged material on site until released by the insurance company, and release of the damaged material with proper documentation to a disposal company, or insurance adjustor.

Long Term Rehabilitation Procedures

Reduce/eliminate water damage through valving-off broken waterlines as soon as possible, seal up all disruptions to the building envelope. Mechanically dry flooring, promote dry-out of entire structure through resumption of low temperature (below 68 degrees) HVAC, supplemental dehumidification, and sump pump services as soon as possible. Secure material and equipment in order to prevent further damage/destruction.

Columbia Property Trust

Vendor Insurance Requirements
Low Hazard Vendors

Each vendor shall continuously maintain insurance and provide insurance certificate and policy endorsements which meet the requirements per the terms below

1.	**AM Best Rating – Minimum A-, VII for all insurance carriers**		
2.	**Required Insurance Coverages/Limits (additional requirements maybe added depending on the job – crime insurance, aviation insurance, contractor's pollution, etc.)**		
	A.	**Commercial General Liability if needed umbrella/excess insurance**	**$ 1M each occurrence**
	B.	**Automobile Liability**	**$ 1M each occurrence**
	C.	**Workers' Compensation Employers Liability**	**Statutory Requirements $500K Occ/Disease/Limit**
3	**Additional Insured Endorsements – Required for 2.A above**		
	A.	**CG2010 or equivalent - All Vendors**	
	B.	**CG 2037 Completed Operations or equivalent (*Required for all contractors doing repair work and/or installation*)**	
	C.	**Endorsements must name the correct landlord parties as additional insured**	
	D.	**Blanket Additional Insured Endorsements are acceptable alternative to A, B & C above. No need to list additional insured entities if blanket endorsement is used. **(see note below regarding contract language)**	
	E.	**Additional Insured Primary – the Additional Insured endorsement or policy provisions must provide that such insurance shall be primary and non-contributory in respect to any other insurance maintained or available to the additional insured parties.**	

Please submit a Certificate of Insurance along with additional insured endorsement.

Additional Insured Endorsements must name the Owner Entities as follows:

- **Columbia Property Trust, Inc., including its affiliated and subsidiary companies, their officers, directors and employees are named as additional insured's.**

- **Columbia Property Trust Services, LLC, including its affiliated and subsidiary companies, their officers, directors and employees are named as additional insured's.**
- **1800 M Property Owner LLC including its affiliated and subsidiary companies, their officers, directors, and employees are named as additional insured.**
- **1800 M JV LLC including its affiliated and subsidiary companies, their officers, directors, and employees are named as additional insured.**
- **Goldman Sachs Bank USA, a New York State-Chartered Bank its Successors and/or Assigns as their interests may appear.**

Additional insured endorsement CG 2010 or Blanket Endorsement should be attached.

****Note that if your coverage includes the language "where required by written contract" your company will need to have a contract with 1800 M Property Owner LLC and/or Columbia Property Trust Services, LLC, and/or Columbia Property Trust, Inc. or will need to modify your contract with your client to include the Landlord as an additional insured.**

In the CERTIFICATE HOLDER box insert the following text:

1800 M Property Owner LLC
Columbia Property Trust, Inc.
1800 M Street NW, GR11
Washington, DC 20036

Please email completed forms to Lakechia Jackson at lakechia.jackson@columbia.reit. Questions should be directed to 202-452-1800.

Columbia Property Trust

Vendor Insurance Requirements
Moderate Hazard Vendors

Each vendor shall continuously maintain insurance and provide insurance certificate and policy endorsements which meet the requirements per the terms below:

1.	**AM Best Rating – Minimum A-, VII for all insurance carriers**		
2.	**Required Insurance Coverages/Limits**		
	A.	**Commercial General Liability if needed umbrella/excess insurance**	**$ 3M each occurrence**
	B.	**Automobile Liability**	**$ 1M each occurrence**
	C.	**Workers' Compensation Employers Liability**	**Statutory Requirements $500K Occ/Disease/Limit**
3	**Additional Insured Endorsements – Required for 2.A above**		
	A.	**CG2010 or equivalent - All Vendors**	
	B.	**CG 2037 Completed Operations or equivalent (*Required for all contractors doing repair work and/or installation*)**	
	C.	**Endorsements must name the correct landlord parties as additional insured**	
	D.	**Blanket Additional Insured Endorsements are acceptable alternative to A, B & C above. No need to list additional insured entities if blanket endorsement is used. **(see note below regarding contract language)**	
	E.	**Additional Insured Primary – the Additional Insured endorsement or policy provisions must provide that such insurance shall be primary and non-contributory in respect to any other insurance maintained or available to the additional insured parties.**	

Please submit a Certificate of Insurance along with additional insured endorsement.

Additional Insured Endorsements must name the Owner Entities as follows:

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- **Goldman Sachs Bank USA, a New York State-Chartered Bank its Successors and/or Assigns as their interests may appear.**

Additional insured endorsement CG 2010 or Blanket Endorsement should be attached.

****Note that if your coverage includes the language "where required by written contract" your company will need to have a contract with 1800 M Property Owner LLC and/or Columbia Property Trust Services, LLC, and/or Columbia Property Trust, Inc. or will need to modify your contract with your client to include the Landlord as an additional insured.**

In the CERTIFICATE HOLDER box insert the following text:

1800 M Property Owner LLC
Columbia Property Trust, Inc.
1800 M Street NW, GR11
Washington, DC 20036

Please email completed forms to Lakechia Jackson at lakechia.jackson@columbia.reit. Questions should be directed to 202-452-1800.

Columbia Property Trust

Vendor Insurance Requirements
High Hazard Vendors

Each vendor shall continuously maintain insurance and provide insurance certificate and policy endorsements which meet the requirements per the terms below

1.	**AM Best Rating – Minimum A-, VII for all insurance carriers**		
2.	**Required Insurance Coverages/Limits (additional requirements maybe added depending on the job – crime insurance, aviation insurance, contractor's pollution, etc.)**		
	A.	**Commercial General Liability if needed umbrella/excess insurance**	**$ 5M each occurrence**
	B.	**Automobile Liability**	**$ 1M each occurrence**
	C.	**Workers' Compensation Employers Liability**	**Statutory Requirements $500K Occ/Disease/Limit**
3	**Additional Insured Endorsements – Required for 2.A above**		
	A.	**CG2010 or equivalent - All Vendors**	
	B.	**CG 2037 Completed Operations or equivalent (*Required for all contractors doing repair work and/or installation*)**	
	C.	**Endorsements must name the correct landlord parties as additional insured**	
	D.	**Blanket Additional Insured Endorsements are acceptable alternative to A, B & C above. No need to list additional insured entities if blanket endorsement is used. **(see note below regarding contract language)**	
	E.	**Additional Insured Primary – the Additional Insured endorsement or policy provisions must provide that such insurance shall be primary and non-contributory in respect to any other insurance maintained or available to the additional insured parties.**	

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- **Goldman Sachs Bank USA, a New York State-Chartered Bank its Successors and/or Assigns as their interests may appear.**

Additional insured endorsement CG 2010 or Blanket Endorsement should be attached.

****Note that if your coverage includes the language "where required by written contract" your company will need to have a contract with 1800 M Property Owner LLC and/or Columbia Property Trust Services, LLC, and/or Columbia Property Trust, Inc. or will need to modify your contract with your client to include the Landlord as an additional insured.**

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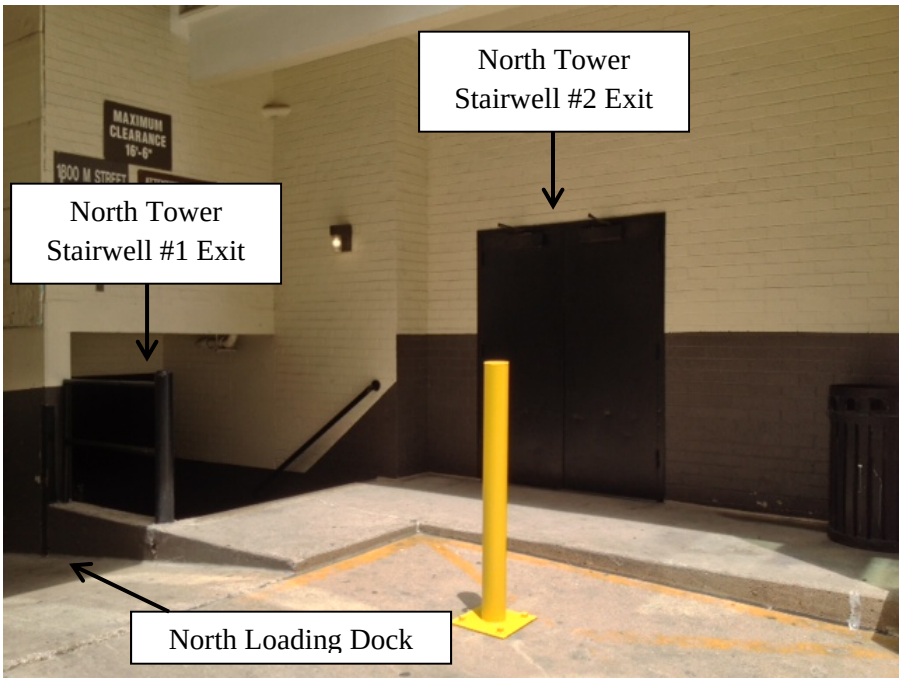
1800 M Property Owner LLC
Columbia Property Trust, Inc.
1800 M Street NW, GR11
Washington, DC 20036

Please email completed forms to Lakechia Jackson at lakechia.jackson@columbia.reit. Questions should be directed to 202-452-1800.

1800 M Street, NW
Emergency Exit Locations

North Tower Emergency Exits – Stairwells #1 and #2

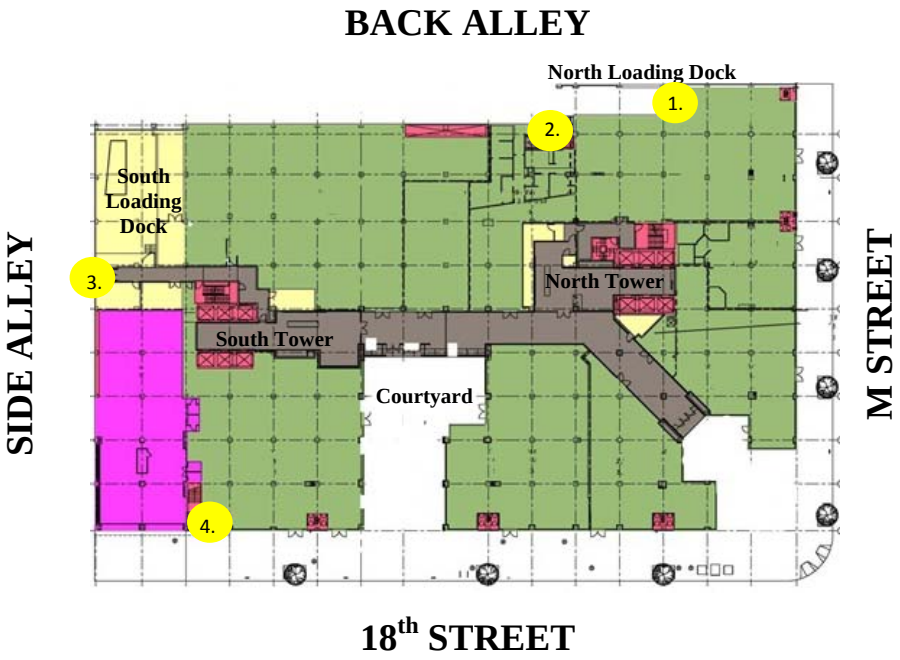


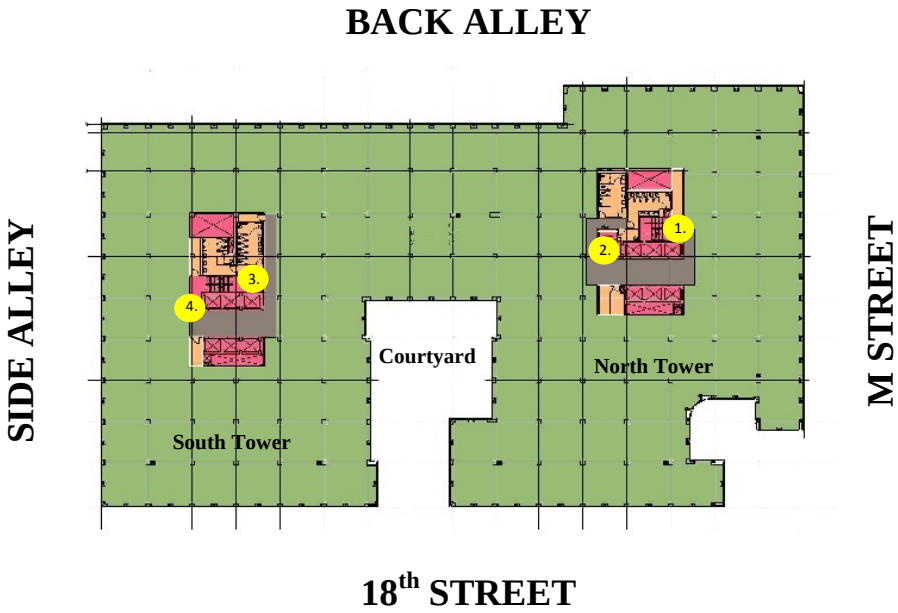
South Tower Emergency Exits – Stairwells #3 and #4

1800 M Street, NW
Emergency Exit Locations

Stairwell Exit Locations on Main Level

1. North Tower Stairwell #1
2. North Tower Stairwell # 2
3. South Tower Stairwell #3
4. South Tower Stairwell #4



Stairwell Entrances Locations on Tenant Floor

1. North Tower Stairwell #1
2. North Tower Stairwell # 2
3. South Tower Stairwell #3
4. South Tower Stairwell #4