

Salesforce Tower

BUILDING EMERGENCY AND TENANT SAFETY MANUAL



Owned and Managed By
BANYAN STREET
CAPITAL

INTRODUCTION

The security and safety of our tenants are of primary concern for the Management Team at Salesforce Tower. By informing you of the building's emergency plan, we hope to reduce the risk of threatening occurrences and coordinate quick, effective responses to emergency situations. This handbook provides information to ensure maximum protection for you and your co-workers. It is essential that these procedures are fully understood and employed in the event of an emergency.

The primary goals of the emergency plan are:

- To provide building occupants with an environment that is as safe as possible.
- To comply with fire codes of the City of Atlanta, Fulton County, and the State of Georgia.
- To familiarize building occupants with the emergency procedures.

The scope of the emergency plan is to:

- Establish a sequential action plan for initially recognizing, identifying, and reporting the existence of specific emergency situations and then providing response procedures for the protection of personnel and/or property.
- Encourage tenants to incorporate specific emergency procedures applicable only to their individual operations in addition to the procedures outlined in the following emergency plan.

MANAGEMENT TEAM

The BSC Realty Services team located at 950 East Paces Ferry Road Suite 860, Atlanta GA 30326 is responsible for the management of Salesforce Tower.

Property Management

Regional Manager	Ondria Jett	404-240-6988	ojett@banyanstreet.com
Property Manager	Kristen Brooks	404-240-6972	kbrooks@banyanstreet.com
Assistant Property Manger	Malik McNeil	404-237-7666	mmcneil@banyanstreet.com
Chief Engineer	Gary Rockwell	404-240-6973	grockwell@banyanstreet.com

Security

Director of Security	Dave Byrne	404-364-3290	d.byrne@marksman.services
Security Lobby Console	(available 24/7)	404-240-6985	

Parking

Operations Manager	Nate Butler	404-364-3299	salesforcetower@upandt.com
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Leasing

Leasing	Jeff Taylor	404-995-2239	JeffM.Taylor@jll.com
Leasing	Caroline Fisher	404-995-6305	Caroline.Fisher@jll.com

For information or assistance on matters relating to building operations or procedures, please call the Management office where you can find answers to most questions or put you in touch with the appropriate person on our team.

The Management office hours of operation are 7:30am – 4:30pm Monday - Friday. The office is closed Saturday, Sunday, and holidays.

For assistance after-hours and on weekends, please dial 404-237-7666.

DUTIES AND RESPONSIBILITIES

Floor Wardens – Assistant Floor Wardens

Tenant Floor Wardens:

The Tenant Floor Warden shall direct, enforce and have full charge of all personnel in their suite during any emergency. Due to the importance of this position and the impact their knowledge of emergency situations has on their fellow employees, it is imperative that the Tenant Floor Wardens be present each day during normal business hours. Tenant Floor Wardens must be alert and resourceful individuals who would be capable of performing in a leadership role during an emergency.

Tenant Floor Wardens must fully understand the evacuation / safety plan for their office and actively participate during pre-fire drill meetings, practice evacuations, and other emergency training. Tenant Floor Wardens should also understand the layout of their floor, including all exits and the location of pull stations and fire extinguishers.

Tenant Floor Wardens are to be aware of basic building safety procedures and be proactive in assisting Property Management whenever possible.

The Tenant Floor Warden has the following responsibilities:

1. In Preparation for the fire emergency:

- Maintain a current employee roster and provide the same to the Building Management Office on a **quarterly basis**.
- Determine those handicapped and physically impaired persons requiring special efforts and assistance in an emergency; establish plans for their evacuation including assignment of assistants; and identify these individuals on the employee roster provided to the Building Management Office.
- Advise Building Management Office immediately upon detection of an unsafe condition.
- Disseminate emergency procedures to all co-workers in the tenant suite.
- Confirm that all co-workers understand the emergency procedures, including the evacuation steps and routes to the nearest and alternate stairwell.
- Advise co-workers of the safe refuge area located outside of the building where they will assemble after an evacuation.
- Represent the tenant suite at Building Safety and Security meetings.

- Ensure stairwell doors remain in the closed position and never become obstructed, inoperable, or illegally locked from the corridor side.
- Ensure that building and suite entrances, exits, lobbies, corridor, and aisles are free of any obstructions.
- Ensure exit lights are always on and operable.
- Ensure space heaters are not used in any premises. Heaters can overload electrical circuits and pose a fire hazard.

2. During a fire emergency:

- When the alarm sounds, act immediately do not hesitate or wait. This will cause a bottleneck effect when exiting through the stairwells.
- Provide calm, intelligent leadership to co-workers.
- Check to see that there are no co-workers in the restroom.
- Confirm that all physically impaired persons, in particular, those requiring assistance have moved to the stairwell entrance. Physically impaired personnel should be assigned two (2) monitors to assist them during a building emergency. The physically impaired individual and a monitor should wait by the stairwell. When the evacuation traffic has slowed, the assistants and physically impaired persons will then move on to the stairwell landing until the Fire Department Personnel arrive. If a fire emergency occurs on the floor, the assistants will monitor the traffic flow inside the adjacent stairwell.
- Check the closest exit door with the back of your hand to see if it is hot. If it is, do not open the door. Direct all occupants to the alternate stairwell for emergency exit. If the door is not hot, open it and calmly direct traffic.
- Organize all occupants into a single file line in the stairwells and always descend on the wall side of the stairwell.
- Request all occupants with high heels to remove them and to hold handrails to prevent falling.
- Close all doors if possible, to contain the fire.
- Leave the floor last.
- Have a current employee roster when evacuating.
- Provide names and locations of physically impaired individuals needing evacuation assistance to Fire Department or building personnel.

- Confirm, after sweeping your office or floor, that all co-workers are present at the safe refuge area located OUTSIDE of the building or are otherwise accounted for (e.g. not at the office due to illness, travel, vacation, meetings). Tenant Floor Wardens should check in with Security or Property Management (personnel in yellow vests) and notify them that your space/floor is “All Clear” or inform them of physically impaired personnel on the stairwell landing (included Stairwell Name and Floor).
- Advise Fire Department personnel of any missing or unaccounted for co-workers.
- Communicate information and instruction from Building Management Staff and Public Safety officials to co-workers.
- Cooperate in documentation of fire circumstances and review conduct of evacuation with Building Management Staff and Public Safety officials if appropriate after the emergency is over.

The Assistant Tenant Floor Warden has the following responsibilities:

- In an emergency, report immediately to the Tenant Floor Warden for instructions.
- In the absence of the Tenant Floor Warden, discharge the responsibilities and provide the leadership of the position of Tenant Floor Warden.
- Assist the Tenant Floor Warden to fulfill the requirements of that position before and during an emergency.
- Each tenant must have at least one Assistant Floor Warden but may appoint as many Assistant Floor Wardens as necessary for the particular office needs.

PHYSICALLY IMPAIRED ASSISTANTS:

Two (2) assistants should be appointed by the Tenant Floor Warden for each physically impaired person. A “physically impaired assistant” is someone whose working-space is near that of the assigned physically impaired person and who is normally present every working day. These persons will be responsible for assisting physically impaired persons to safety in case of an emergency. Should the warden not have prior knowledge of a temporarily impaired person, a physically impaired person visiting the suite, or someone becomes in need of assistance while evacuating, any warden advised of the situation will assign someone to assist with evacuation. Physically impaired assistants will escort physically impaired persons to any available stairwell in case of an evacuation, and the assistant will remain with the physically impaired person until rescue can be made by the City of Atlanta Fire Department.

SALESFORCE TOWER EMERGENCY

EVACUATION ROUTES

Stairwell Locations/Exits

Stairwell A – Restroom Side

This stairwell terminates at the ground level. To exit the building, leave the stairwell door and turn left until you reach East Paces Ferry Road. You will then cross over East Paces Ferry Road and turn left. Keep walking straight down the sidewalk, past the Resurgens Plaza building until you arrive at the Marta parking lot. This is where everyone will stay until the ALL CLEAR notice has been given.

Stairwell B – Freight Elevator Side

This stairwell terminates at the ground level. To exit the building, leave the stairwell door and turn left until you reach East Paces Ferry Road. You will then cross over East Paces Ferry Road and turn left. Keep walking straight down the sidewalk, past the Resurgens Plaza building until you arrive at the Marta parking lot. This is where everyone will stay until the ALL CLEAR notice has been given.

SAFE REFUGE ASSEMBLY AREA



SALESFORCE TOWER

SAMPLE EVACUATION PLAN



EMERGENCY SYSTEMS AND PROCEDURES

The heart of the Building's life safety system is the Fire Control Center. It is equipped with a Notifier Fire System that will automatically sound in the event of a fire or can be manually activated for other emergencies.

The equipment housed here monitors the smoke detectors, sprinkler water flow and tamper switches, the emergency generator, elevators, and fire pumps. The public address system used to communicate to all floors is activated using the fire panel as well.

The following systems and features are designated to provide a safe and secure environment at Salesforce Tower:

1. **Fire Alarm Pull Stations** - Fire alarm pull stations are located at the stairwell entrances of every floor. These alarms should be pulled as soon as a fire is discovered.
2. **Photo-electronic Smoke Detectors** – strategically located throughout the building common areas and mechanical rooms. Smoke will cause the detectors to initiate a fire alarm.
3. **Sprinkler Systems** - Sprinkler heads are mounted in the ceilings and are activated individually by sensing heat over 160 degrees Fahrenheit. Water flow within the system will then initiate the fire alarm.



4. **Audible/Visual Alarms** – The fire alarm panel notifies tenants of a possible emergency condition via audible/visual combination alarms located throughout each floor. If the panel receives notification of an unusual life safety condition, these combination alarms are activated and produce an audible alarm as well as a flashing light.

5. **Fire Doors** - The fire doors will automatically close during a fire emergency to avoid spreading and to contain the smoke. The purpose of the fire doors is to separate the elevator lobbies from the remainder of the open area.



6. **Elevator Recall** - When a fire alarm is initiated, all elevators will be automatically "recalled". This means that they will not respond to any call buttons, but will automatically recall to the first floor, or the floor above the fire floor, and the doors will open. All elevators are for use by the Fire Department ONLY. Stairwells must be used for evacuation.

7. **Evacuation** - When a fire alarm sounds, immediately prepare to evacuate the building using the nearest stairwell. The stairwells are constructed to resist fire and are pressurized during a fire alarm to provide fresh air and keep out the smoke. Remember, the elevators will not operate during a fire emergency. The Floor Wardens and other fire volunteers will direct the evacuation. Listen to instructions and move quickly and quietly out of the building.



8. **Illuminated Exit Signs** - These signs direct individuals to the nearest emergency exit and are located on the ceilings of the tenant suites and common areas throughout the building.

9. **Handicap Evacuation** - Handicapped and physically impaired persons who are unable to use the stairwells during a fire emergency should register their names with Building Management as soon as possible.

During an evacuation, impaired persons will be included in specific emergency plans for each floor, and will receive assistance from Tenant Floor Wardens, volunteers, and Fire Department Personnel. During an emergency, these individuals are to be taken to the freight elevator vestibule, where they are to remain until the Fire Department Personnel arrive. If a fire emergency occurs on the floor, the impaired person and assistant will enter the stairwell landing. If an emergency occurs and the impaired person has not registered with the Management Office, contact the Tenant Floor Warden for instructions.

10. **Tenant Floor Wardens and Assistant Floor Wardens** - Each floor has volunteers who serve as Floor Wardens and Area Monitors during emergency situations. These individuals can be identified by neon orange vests worn during an emergency. They have specific instructions and procedures to follow and will provide communications and physical assistance where needed.

11. **Emergency Power** - In case of a power failure, an emergency generator provides power to critical operating equipment including the fire panel, fire pumps, emergency elevators, and emergency lighting for at least eight hours. A seven to ten second delay in service will occur during the transfer of power.

FIRE EMERGENCY

Fire Discovery

Upon discovery of a fire on your floor, follow the procedures listed below:

Sound the Alarm

- Pull a Fire Alarm pull station located at the nearest stairwell exit.
- Call the Fire Department – “911” and give the building name, address, and floor.
- Call the Management Office at 404-237-7666. Give the following information:
 - Your name and floor
 - Confirm that a fire exists
 - Give the exact location of the fire
 - Give the type of fire and status
- Begin to evacuate.

Evacuation Procedures

Any time an alarm is sounding, go to the nearest stairwell and **evacuate the floor** without hesitation. When Property Management, the Security Director, or the City of Atlanta Fire Department makes the decision to evacuate other floors, the tenants will be notified. Notification will come by general alarm, voice communication, or telephone.

Any fire alarm will initially report to the fire alarm panel located in the building’s Fire Control Center. The panel immediately notifies Security who will make the proper emergency notifications.

Upon initial activation of any alarm, sirens will be heard, and strobe lights will be visible on three floors only. The three floors are: the alarm floor, the floor above, and the floor below the alarm floor. The alarm is distinctive in sound, not to be confused with other sirens. Periodically the siren will be interrupted with a prerecorded message instructing tenants to proceed to the stairwells and evacuate the building. (If the “local” alarm has not been cleared after five (5) minutes, the entire building will go into General Alarm).

After investigating the source of the alarm, Property Management or the Security Director may decide to evacuate the entire building by placing the building in general alarm. In a general alarm, all alarms and strobe lights throughout the building will sound and flash.

The **Security Director, Chief Engineer,** and members of the **Emergency Response Team** will respond immediately to the building in alarm. Members of the Emergency Response Team will be dispatched to the location of the alarm to see if an emergency exists. Once the responding units arrive on the alarm floor, the status of the alarm will be given to the Fire Control Center personnel.

When an alarm sounds, proceed down the designated stairwell and exit the building. Elevators will not be available for use; therefore, do not wait in the elevator lobby for an elevator. Time is of the essence, always exit via the stairwell. **Under no circumstances are elevators to be used during an evacuation. The stairwell is always the safest area of the building.**

Do not proceed to the parking deck in an attempt to leave in your car during an emergency. You will be encouraged to exit out of the front entrance of the building by Management Staff. However, the gates at the parking deck exits will go up permanently in the event of an emergency for those who are on their way out. If you are walking through the parking deck and hear an alarm, proceed to main lobby, and exit through the revolving doors at the front entrance.

Women are encouraged to remove and carry high heel shoes and both men and women are to loosen tight neck collars or any other restrictive garments. Remember to close, but not lock, all doors to control the spread of fire and/or smoke.

You must then proceed to the safe refuge area and wait for further instruction. The “safe refuge area” for Salesforce Tower is the Marta parking lot at the corner of East Paces Ferry Road and Roxboro Road, located next to the Resurgens Plaza building. The Tenant Floor Warden should perform a roll call to ensure that all occupants from the suite have safely evacuated. Should Tenant Floor Wardens need to report missing persons or need any other assistance, please locate a member of the Emergency Response Team or the Fire Department. Once the announcement has been made that the building is safe to re-enter, you may return to your work area in an orderly fashion.

GENERAL INSTRUCTIONS FOR ALL OCCUPANTS

Accurate, specific, and prompt notification of any emergency to the Salesforce Tower Management Office is essential. **The management office telephone number is 404-237-7666.**

Should a fire be discovered, or should you see or smell smoke, activate the nearest fire alarm pull station, call 911 to notify the Fire Department, and then contact the Management Office. **DO NOT ATTEMPT TO EXTINGUISH A FIRE UNTIL AFTER THE FIRE DEPARTMENT & SALESFORCE TOWER MANAGEMENT OFFICE HAS BEEN NOTIFIED.** Follow the instructions of the Tenant Floor Wardens on your floor and listen for the announcements on the public address system. Proceed down the pre-designated stairwell for exiting the building and to the assembly area as outlined in the 'Emergency Evacuation Route'.

If caught in heavy smoke, take short breaths, breathe through your nose, stay low to the floor, and crawl if necessary. If possible, cover your nose and mouth with a wet cloth.

Emergency Team Members Evacuation Responsibilities

Upon the sound of an alarm, the Security Director and/or the Chief Engineer will report to the Fire Control Center to assist the Fire Department Commander.

The Emergency Response Team will report to their predetermined posts and begin implementing the assigned responsibilities.

- One member of the Emergency Response Team will be assigned to meet the emergency vehicle and escort the emergency personnel to the Fire Control Center.
- Another member will be assigned to the base of each stairwell at the street level to assist and direct tenants out of the building and to the assembly area.
- Another member will be dispatched to the fire pump room to ensure that it is operating when the sprinkler system is activated.
- Another member will be dispatched to the assembly area to take reports from Tenant Floor Wardens after they complete the head counts.

Tenant Floor Wardens will put on the neon orange vests and immediately report to the designated stairwell entrance. The Tenant Floor Wardens will return to the assigned area of coverage and ensure that all occupants follow the correct route to the designated stairwell. It is the specific responsibility of each Tenant Floor Warden to check restrooms on the floors, both public and private, and ensure that no one remains inside. Once everyone in the area has exited, report to the stairwell.

Once the Assistant Tenant Floor Wardens and Physically Impaired Assistants have reported to the Tenant Floor Warden that all occupants in the area have entered the stairwell, the Tenant Floor Warden will then exit via the stairwell. The Tenant Floor Wardens should then report to the predetermined assembly point outside the building and conduct a roll call to account for all personnel.

If the Tenant Floor Wardens are **not able to account for all occupants**, an immediate report must be made to a member of the Emergency Response Team or the Fire Department.

Physically Impaired Assistants will immediately locate the assigned individual who requires assistance and help the impaired person to the nearest stairwell. Once at the stairwell entrance, the assistant will wait with the physically impaired until the stairwell has cleared and then move into the stairwell landing. The assistant will report to the Tenant Floor Warden that both individuals have safely arrived at the designated area. The assistant will remain with the impaired person until help arrives. If a smoke condition or other emergency exists, the impaired person and assistant will enter the other stairwell. The stairwells have two (2) Hour fire-rated walls and are positively pressurized in order to keep the stairwells safe and smoke free. The Tenant Floor Warden is to notify a member of the Emergency Response Team in order to dispatch assistance.

Please involve office occupants who need assistance in fire safety planning. This will help the impaired to better understand the specific limitations in an emergency evacuation and therefore, be better prepared for future evacuations.

FIRE EXTINGUISHERS – FIRE DRILLS

Fire Extinguishers

Two multi-purpose "ABC" Fire Extinguishers (see below) are wall-mounted in the corridors on each floor. Tenants should become familiar with their exact location and proper use. These dry-chemical extinguishers can be used on any type of fire. Remember, water extinguishers must not be used if an electrical current is present.

- Class "A" fires are those involving ordinary combustibles such as paper, wood, & cloth
- Class "B" fires are those involving flammable liquids
- Class "C" fires are those involving energized electrical equipment
- Class "D" fires are those involving combustible metals

Note: If a fire is small enough to be controlled by a fire extinguisher, use one. Tell someone before you respond to the fire. However, do not attempt to control a fire if it is a threat to your safety. The general rule of thumb for containable fires is one that is the size of an ordinary trash receptacle or smaller.

Fire Drills

The Property Management Staff in conjunction with the local Fire Department will hold periodic fire drills. All drills will be conducted under the joint supervision and direction of the Property Manager and the City of Atlanta Fire Department.

All occupants should participate in the drill. The purpose of fire evacuation drills is to ensure the efficient and safe use of the exit facilities available. Properly conducted drills ensure orderly exit during emergencies and help to prevent panic. Order and control are the primary purposes during the drill. Speed in evacuating buildings, while desirable, is not in itself the primary objective.



FIRE RESISTANT MATERIAL IN THE BUILDING

Materials include:

- Concrete floors & structural columns
- Glass & metal exterior walls
- Flame retardant gypsum board with metal studs for interior partitions
- Building standard carpet meets all NFPA and County Code standards
- Ceilings are fire-resistant mineral fiber suspended on metal supports and grids.
- Stairwells have two-hour fire rated walls.
- Building mechanical and electrical areas are housed separately

Note: While significant safety steps have been employed in the construction of Salesforce Tower, it is equally important that Tenants exercise care by not installing hazardous materials in the Building.

MEDICAL EMERGENCY

Should there be a medical emergency within your office, call 911 first, and then call the Management Office at 404-237-7666 to relay the following information:

- Your name
- Your location
- Your phone number
- Nature of the medical emergency
- Has an ambulance or doctor already been notified?

Assign an individual to wait in the elevator lobby on the floor to direct the ambulance attendants or rescue squad to the sick or injured person(s).

Reassure the victim that emergency assistance is on the way. Do not move the individual unless absolutely necessary such as in the event of a fire, tornado, hurricane, etc.

Security will send an officer to both the incident location and to meet emergency vehicles (upon notification) as they arrive on the property. The responding officer will need to gather all information regarding the incident including the nature of the incident, time of occurrence, and all persons involved / affected. This information will then be relayed to Property Management. Upon EMS arrival, Security will escort emergency medical personnel to a designated passenger elevator on the low rise or high rise side and to the tenant suite. After EMS personnel have assessed the condition of the individual(s), security will escort EMS personnel back to the lobby.

Note: If you are calling on a cellular phone from Salesforce Tower, please listen carefully to ensure that you have reached the City of Atlanta 911. If you have reached the wrong call center, they will transfer you to the correct 911 call center.

ELEVATOR EMERGENCY PROCEDURES

If at any time the elevator you are riding fails to respond, please notify security using the following procedures:

- **Remain calm.**
- Push the emergency **CALL** button – this will automatically dial the security console. A Salesforce Tower Security Officer will answer the call and obtain all pertinent information necessary for a quick response by Elevator or Fire Department personnel.
- Report your location and status:
 - Location: Salesforce Tower
 - Elevator #: Located on the side panel near the LED display
 - Status: Elevator stopped with people inside
 - Floor elevator stopped on as indicated on the LED display
- Security personnel will respond to the floor where the elevator is located and remain until elevator service technicians arrive on property. Response times by the elevator vendor may vary depending on the time of day
- Do not attempt to force the elevator doors open – this could lead to serious injury or death if the elevator begins to move again. Security does not have the ability to open elevator doors. Doors can only be safely opened by the elevator vendor or the fire department.

REMEMBER, REMAIN CALM. THERE IS NO DANGER.

Should you feel it necessary, do not hesitate to call again. Personnel will be diligently working to return the elevator to normal operation as soon as possible.

CIVIL DISTURBANCES

Should a civil disturbance threaten the building or an individual office space, contact the Management Office at 404-237-7666 and give the following information:

- Your name
- Your phone number
- Your location
- Exact location of the demonstrators
- Approximate number of demonstrators
- Demonstrators' current activity

Then notify office occupants of the situation. Avoid walking through the lobby and do not leave the building should any danger exist from the demonstrators' activities.

Lobby tenants are to draw curtains or blinds and move away from the windows. It is recommended that tenants also lock all entrances to their suite, and not allow any unknown persons to enter. Security will lock exterior doors if required.

The Security Director will inform the police department of the situation and maintain an open line of communication to the police department for further instructions. In addition, the Security Director will alert tenants of the disturbance using the public address system.

If it becomes necessary, possible steps that could be taken by Management or security could include:

1. Increase the number of security staff and/or police on property
2. Locking lobby doors
3. Closing garage entrance and exit roll down gates
4. Restricting card access system - only active card holders would be allowed access to building floors

ELECTRICAL POWER OUTAGE

Salesforce Tower is equipped with an emergency power generating system. Short-term power outages (1 – 2 hours) do not require evacuation of the building. However, should a major power outage occur, occupants of the building will be asked to leave as the emergency power created by the generator is reserved for the life safety systems.

SAFE PRACTICES WITHIN THE OFFICE WORK ENVIRONMENT

Preventing fire in your office

Common sense precautions are often overlooked in day-to-day activities. Below is a list of simple precautions that will help prevent fires in the home or office.

- Be certain all coffee pots, halogen lamps etc., have been turned off when the office is unattended, especially when leaving at night.
- Additional appliances, particularly space heaters should not be used without the authorization of the Management Office. The building was designed to carry a normal electrical load. Overloading can result in an electrical fire.
- Avoid electrical overloading. Avoid “octopus” plugs (more than one plug per electrical outlet). Do not plug high-voltage items into electrical outlets without first checking with the Management Office.
- Do not use lightweight or under-sized extension cords. Use power strips with power interrupter circuits.
- Report overheated fluorescent light units immediately. These are characterized by a pungent, burning odor.
- Report failure of any electrical office equipment or outlets to department heads.
- Flammable liquids used in office machines, especially in copy machine and duplicating equipment should be stored in secure OSHA approved metal cabinets.
- Store paper and wastepaper at least six to eight feet away from operating machinery.
- Install approved fire extinguishers along emergency exit routes with yearly inspection tags updated.
- Flammable or combustible supplies are not allowed unless approved in writing from the Landlord. Keep Flammable cleaning materials in an OSHA approved metal cabinet and away from paper storage. Cleaning cloths, oily rags and cleaning liquids should be kept in a fireproof OSHA-approved metal container.
- Using OSHA-approved methods in visually marking the locations of fire extinguishers.
- Know locations and usable time limit of available fire extinguishers in your area.
- Salesforce Tower is a non-smoking building. Please only smoke in the designated areas, located on P-8 and P-9 of the parking deck.

VIOLENCE IN THE WORKPLACE

Violence in the workplace is a growing safety hazard for all industries. The stress of work, family, and our society can at times push people beyond their ability to cope with their environment.

Trained and educated employees are a company's most effective line of defense against workplace violence. Training policies are one of the most reliable ways for a company's management to demonstrate its commitment to violence prevention efforts.

Post-investigation analyses indicate that there are several warning signs of a potentially dangerous employee:

- Frequent absenteeism
- Unsatisfactory performance evaluations
- Chronically disgruntled
- Mood swings
- Threats
- Angry outbursts
- Sudden withdrawal
- Low self-esteem
- Does not accept responsibility
- A "change in the person"

Steps to prevent workplace violence:

- Establish a clear-cut procedure for addressing grievances and problems in the workplace.
- Assure employees that a "two-way communication platform" is encouraged.
- Establish and enforce a "zero tolerance" policy. This policy should include workplace violence, sexual harassment, fair treatment, drug-free workplace, etc.
- Implement an "Attitude Survey". Find out what an employee's perception to the company policies and procedures really are.
- Perform a full pre-employment screening on all potential employees.

- Have clearly defined layoff and termination procedures.
- Have all employees aware of the potential warning signs and develop a system where a “confidential environment” is encouraged.

In the event of an incident of workplace violence, possible measures that would be taken by Management and security would include:

- Recall and lockdown of building elevators – card access to floors only
- Lock building entrances and exits (Lobby and garage) to isolate from an external threat
- Coordinate with Police to resolve threat
- Increased security staff and / or Police on property

SEVERE WEATHER CONDITIONS

Severe weather conditions can usually be anticipated, and each Tenant will make an independent decision as to what action to take. In case of sudden, unanticipated storms, local authorities may recommend a plan of action to Property Management.

At Salesforce Tower, Security personnel are constantly monitoring the weather conditions with an alarm-initiated weather radio. If severe weather is forecasted, an alert tone is sent via NOAA radio, and sounds an alarm on our receiver. Officers will then notify the Management Office of predicted severe weather conditions.

The following measures should be taken during severe weather:

1. Keep people away from windows.
2. Direct people to take cover in the central core areas of your floor. Restrooms and stairwells will provide the best protection. Do not go down to the lobby level.
3. Move important papers to cabinets or other protected containers.
4. Building Management will relay area conditions to the Tenants as they become available (severity, nature and duration of storm and traffic conditions). The decision to evacuate may be made on the recommendation of or at the direction of state or local authorities.
5. Contact Property Management at 404-237-7666 regarding the extent of the damage in your suite, if any, and to ascertain the recommended procedure to follow.

Hurricanes / Tornados

Know what WATCH and WARNING mean:

WATCH – Conditions are *possible* in the specified area of the watch.

WARNING – Conditions are *expected/confirmed* in the specified area of the warning. Please note

the following precautionary suggestions:

- Notify building management of any changes in your emergency contact list.
- Keep a radio on for up to date information on the weather conditions. Check batteries at a routine interval.

- Computers, telecommunications equipment, office equipment, and appliances should be turned off and unplugged to protect from possible power surges. If possible, move equipment away from windows or be prepared to cover with a tarp.
- Doors between outer offices and inner spaces should be closed.
- Critical data or equipment should be prepared for removal to a safe location.
- Documents should be filed and/or stored away from windows.
- All exits and corridors should be clear and unobstructed.
- Keep a road map of your area handy. You may need to take alternative or unfamiliar routes if roads are closed or congested.

Management will inform tenants (time permitting) via email, telephone, or PA system if necessary, to keep tenants informed of severe weather conditions in the area which may pose a threat to Salesforce Tower.

BOMB THREAT PROCEDURES

If you receive a telephone bomb threat:

1. Be courteous. Pretend difficulty in hearing.
2. Take notes.
3. Call Building Management at 404-237-7666.
4. Listen for directions.

Reporting

If you receive a telephone bomb threat, take notes of the conversation. Try to write down exactly what the caller says and obtain:

1. The location of the bomb.
2. The time the bomb is to detonate.
3. Why the bomb was placed.
4. Try to keep the caller on the line as long as possible.

Note any unusual noises in the background and record the time you receive the call. Determine the caller's:

- Sex
- Age
- Accent (If Any)

After the caller hangs up, dial 404-237-7666 and inform Building Management of the bomb threat.

Most reports are false alarms and are intended to create a disturbance at a specific location. For this reason, the decision of how to react must be carefully considered by the appropriate officials. In the event of a bomb threat, you will be notified and advised of the recommended course of actions.

Emergency officials will generally evacuate a building only if the bomb threat is considered credible. A credible threat is one that meets one or more of the following criteria:

- Suspicious package has been located
- Caller names specific persons within the company
- Detailed information is given regarding the bomb
- Detailed information regarding objective is provided by caller

Search

If a decision is made to search an area, inspect your office space for unusual or suspicious items. No one knows your area as well as you. What appears to be commonplace for an outsider may be out of place to you. **DO NOT TOUCH** any unusual or suspicious items. **Report them to Building Management by telephone (404-237-7666)**. Salesforce Tower management, engineering, and security will conduct searches of the building common areas.

Evacuation Due to Bomb Threat

When an inspection of the area has been conducted and nothing has been identified, the initial decision to evacuate a suite would be up to a Senior Officer of the tenant firm.

Emergency officials and/or property management may request that tenants on the floor of the threat perform a local evacuation. These tenants would then be directed to another location within the building. Should it be necessary to move to another level, **use the stairwell**.

If a suspicious item has been found, the decision to evacuate the area will be made by the responding emergency units from City of Atlanta. In the event of a building evacuation due to a bomb threat, tenants will be directed to an alternate safe refuge area. It is critical that all persons listen for and follow the directions of Salesforce Tower management, engineering, and security.

TERRORISM

One of the best ways we can help fight terrorism is by being prepared. We must be alert and aware of our surroundings, vigilant in learning and adopting the emergency procedures set forth and being prepared to carry out those policies in an emergency.

- Be aware of your surroundings.
- Report any suspicious people or suspicious activity to the Management Office at 404-237-7666.
- Learn where the emergency exits are located.
- Notice your immediate surroundings. Be aware of heavy or breakable objects that could move, fall or break in an explosion.
- Take fire drills and emergency evacuations exercises seriously.

Being prepared for a Building Explosion.

- Review and practice your emergency evacuation plan.
- Know where and how to use the fire extinguishers located on your floor.
- Know where all of your exits are.
- Learn first aid.
- Keep some emergency items on hand in your suite in case of an emergency:
 - ✓ Portable battery-operated radio with extra batteries
 - ✓ Several flashlights and batteries
 - ✓ First Aid kit and manual
 - ✓ Hard Hats
 - ✓ Fluorescent tape to rope off dangerous areas

During a building explosion, you should:

- Get out of the building as quickly and calmly as possible.
- If items are falling from above, seek shelter under a table or desk.

If there is a fire, you should:

- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.
- Stay low to the floor and exit the building as quickly and calmly as possible.
- Cover nose and mouth with a wet cloth.
- When approaching a closed door, check the door for heat before you open it.
- If it is hot, do not open it. If it is not hot, proceed with caution.

If after a building explosion, you become trapped, you should:

- Use your flashlight (if available).
- Stay in your area so that you don't kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are.
- Use a whistle if one is available. Shout only as a last resort.

Chemical and Biological Agents

Chemical Agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause serious injuries or death.

If a chemical agent attack occurred, authorities would instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately. Exposure to chemical agents can be fatal. Leaving the shelter to rescue or assist victims can be a deadly decision. There is no assistance that an untrained person can offer that would likely be of any value to the victims of chemical agents.

Biological agents are organisms or toxins that have illness-producing effects on people, livestock, and crops.

Because biological agents cannot necessarily be detected and may take time to grow and cause disease, it is almost impossible to know that a biological attack has occurred. If government officials become aware of a biological attack through an informant or warning by terrorists, they would most likely instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately.

A person affected by a biological agent requires the immediate attention of professional medical personnel. Some agents are contagious, and victims may need to be quarantined.

Actions that will be taken by Management and Security:

1. Isolation of floor or area (no entry or exit permitted) to contain possible chemical or biological agent
2. HVAC off to prevent the spread of the chemical or biological agent to other areas.
3. Coordinate with City of Atlanta emergency personnel to decontaminate employees and affected areas within the building.
4. Implement evacuation procedures for unaffected areas in the building.

EMERGENCY FORMS

Bomb Threat Checklist

BOMB THREAT CHECKLIST

Be calm and courteous. **LISTEN** carefully.

DO NOT interrupt and **DO NOT** put the caller on hold

Date and Time Reported: _____

How Reported: (phone, mail, in person) _____

EXACT words used by caller: _____

QUESTIONS TO ASK CALLER:

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Why did you place the bomb?

7. Where are you calling from?

8. What is your name?

9. Where do you live?

2. DOCUMENT CALL (*exact language if possible*).

Bomb Threat Checklist – Page 2

3. ESTABLISH PROFILE (if possible):

Description of Caller:

MALE / FEMALE Young: _____ Middle Age: _____ Old: _____

MOOD: Calm: _____ Angry: _____ Excited: _____ Whisper: _____

Is Voice familiar? Yes / No

If so, who did it sound like? _____

Rate of Speech: Slow: _____ Normal: _____ Rapid: _____

Voice Characteristics: Accent: _____ Lisp: _____ Disguised: _____

Slurred: _____ Stutter: _____ Ragged: _____ Breathing Heavy: _____

Background Noises: Street: _____ Home: _____ Bar: _____

Railroad: _____ Airport: _____ Other: _____

Additional Information:

Recipient information:

Name: _____

Address: _____

Contact Phone: _____

Telephone # where threat was received: _____

Armed Intruder Form

ARMED INTRUDER FORM

NOTIFY 911 IMMEDIATELY

Date of occurrence: _____ Time of occurrence: _____

Name of intruder (if known): _____

Provide physical description of intruder

Sex: Male Female

Race: White (not Hispanic) Black (not Hispanic) Hispanic
 American Indian/Alaskan Native Multiracial (having parents of different races)

Height: _____ Weight: _____

Hair Color: _____ Length: _____

Texture: (straight, curly, kinky, braided, wavy, etc.) _____

Eye Color: Black Gray Brown Hazel Blue Green

Complexion: (light, dark, sunburned, blotchy, freckles, etc.) _____

Facial hair: full beard mustache goatee side burns combination

Explain: _____

Body type (muscular, slim, rotund): _____

Speech: (accent, slurred, stutter, etc.) _____

Clothing description

What is/was the intruder wearing? Be sure to include color when describing – shirt/t-shirt, pants/shorts, shoes, hat, tie/scarf, gloves, glasses/shades, etc.:

Distinguishing marks: (piercings, tattoos, jewelry, scars, missing teeth, limp, etc.)

Weapon(s): (gun, knife, screwdriver, crowbar, Taser, etc.) _____

Armed Intruder Form – Page 2

Description of events that occurred: _____

Person reporting incident

Name: _____

Company name: _____ Suite: _____

Contact phone: _____ work _____ cell/alternate

Officer / Report writer: _____

Date: _____