

**INDEPENDENCE PLAZA  
1050 SEVENTEENTH STREET**

**TENANT EMERGENCY RESPONSE PROGRAM**

*Updated September 2018*

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## **INTRODUCTION**

This Tenant Emergency Handbook is a quick reference guide to help instruct you, the tenant, on handling building and/or tenant emergencies. We feel that by communicating with you about your role in building and personal security, we can eliminate or reduce the risk of life threatening situations.

This booklet provides valuable information to ensure maximum protection for your employees. It should be read carefully by key managers and designated tenant Floor Wardens in your office. It is essential that these procedures are fully understood and followed should the occasion arise.

In the event of an emergency, the safe and rapid evacuation of the affected area is the responsibility of the Civil Authorities and the individual employee. It is imperative that each employee become familiar with the procedures described on the following pages. If there are any questions, please call the Building Management Office at 303-534-6611 before an emergency arises.

As part of the tenant's own contingency plan, each tenant company needs to consider the possibility of records being destroyed, lost or damaged. It is recommended that each tenant company have a procedure in place to store and maintain off-site back-up records.

**INDEPENDENCE PLAZA**

**EMERGENCY TELEPHONE NUMBERS**

**Denver Police Department -----911 (Emergency)**

**Denver Police Department -----(720) 913-2000**

**Denver Fire Department-----911 (Emergency)**

**Denver Fire Department ----- (720) 913-2400**

**Denver Bomb Squad -----(720) 913-6753**

**Poison Control----- (303) 739-1123**

**Colorado State Patrol----- (303) 239-4500**

**Medical Emergencies -----911 (Emergency)**

**Denver Health Medical Center -----(303) 436-6000**

777 Bannock Street  
Denver, CO 80204-4507

**Saint Joseph Hospital----- (303) 812-2000**

1375 19th Ave, Denver, CO 80218

**Jodi Janda----- (303) 534-6611**

General Manager

**Don Archuleta ----- (303) 534-6611**

Assistant General Manager

**Bob Finnerty ----- (303) 534-6611**

Chief Building Engineer

**Bernard Hallmon ----- (720) 932-9510**

Security Supervisor

## **BUILDING/TENANT FIRE SAFETY**

Fire is perhaps the most common and most frightening safety hazard. To combat this hazard effectively requires a thorough knowledge of the building safety features, escape routes, and fire evacuation procedures.

At the time a fire occurs, responses need to be automatic and exact. The information and programs outlined in this section, in conjunction with fire drills, will provide maximum safety in the event of a fire.

### **A. Personnel**

This building has the following safety personnel on staff:

1. A team of nine security guards, including a security director, who work in two-member teams 24 hours per day, seven days per week. These team members are trained through manuals and frequent drills to assure understanding of life safety procedures.
2. A team of six skilled engineers who are familiar with life safety considerations and the building mechanical systems. The building engineers are on duty Monday thru Friday from 6:00 a.m. to 6:00 p.m., Saturday from 7:00 a.m. to 1:00 p.m. There are no engineers on duty on Sunday. They are on call 24 hours a day, seven days a week.

### **B. Alarm Equipment**

This building is equipped with an automated early warning fire detection system, which automatically notifies the Denver Fire Department, building safety personnel, and building tenants. The components of the system include the following:

1. Smoke detectors are located at each stairwell, in the elevator lobby on each floor, and in tenant spaces. Heat detectors are located in the electrical equipment rooms on each floor. In the event heat or smoke is detected, an alarm is transmitted to the Fire Command Center on the first floor of the building. In addition, an automatic alarm is transmitted to Fire Alarm Services who then contacts the Denver Fire Department. There is a master control panel in the Fire Command Center, which will graphically display the location of the alarm.
2. Each floor has fire suppression sprinkler heads, which are automatically activated by heat. The flow of water from a sprinkler head automatically transmits an alarm to the building Fire Command Center and the Denver Fire Department.
3. Manual fire pull boxes are installed at all fire exit stairwells within the building. Pulling on the alarm handle activates these boxes. Once the manual pull boxes are activated, an alarm will sound and the alarm is automatically transmitted to the first floor Fire Command Center and the Denver Fire Department.

### **C. Fire Protection Equipment**

This building has equipment, which is of use to the Denver Fire Department, building personnel, and building occupants.

1. Fire standpipes are found in the fire extinguisher cabinets, which are located near fire exit stairwells and are labeled "Fire Valve Extinguisher." These standpipes provide water to Denver fire fighters.
2. Fire extinguishers are located in the fire extinguisher cabinets, which are located near fire exit stairwells and are labeled "Fire Valve Extinguisher." If the fire is small and users are properly trained, these extinguishers can be used by building occupants and personnel.
3. An Emergency Power Generator is installed on the B1 Level of the parking garage. The generator provides power in the following areas in the event power is lost to the building:
  - a. Emergency lighting system
    - Stairwells
    - Exit lights
    - Corridors
    - Tenant suites (limited lighting)
  - b. Fire alarm system
  - c. One elevator in the low-rise and one elevator in the high-rise elevator cores
  - d. Fire pump
  - e. Sump pumps
  - f. Supply air fans
  - g. Exhaust air fans
4. The building is equipped with floor pressurization, which shuts off all supply air to the fire floor. In addition, one floor above and one floor below the fire floor automatically switch to full supply air and zero return air to minimize the transfer of smoke to other floors.
5. Elevator emergency controls are automatically activated in the event of a building alarm. Immediately upon receiving an alarm, all elevators return to the ground floor and discharge all passengers. The elevator doors remain open for use by the Denver Fire Department. The fire department is able to use the elevators through the fire control key switch within the elevator.

6. Fire pumps, sprinkler control valves, and the emergency generator are located on the B1 Level of the parking garage. This equipment is checked and tested on a regular basis.
7. Isolation valves are located above the ceiling tile on each floor by the west stairwell exit.
8. Vertical HVAC shafts are located on the north and south sides of the elevator core.

**D. Fire Communications**

Communication with building occupants is critical in a fire emergency situation. Independence Plaza is equipped with the following communication equipment:

1. An automatic siren occurs on the fire floor and the two floors above and the two floors below, as well as the Lobby.
2. A public address system is present throughout the building complex for emergency use by the Denver Fire Department, to issue instructions for evacuation procedures. This system may also be used by Building Management in other emergency situations. This equipment is checked and tested on a regular basis.
3. An evacuation plan is posted (“YOU ARE HERE” sign) on each floor of the building in the elevator lobby.

# **TENANT FIRE SAFETY PLAN**

## **A. Tenant Responsibilities**

1. Each tenant is asked to assign a minimum of one Fire Warden and one Assistant Fire Warden per floor or office suite, and one Searcher and one Alternate per 20 employees. If a tenant occupies more than one floor, a Fire Warden and an Assistant Fire Warden should be assigned per floor.
2. Those assigned as Fire Wardens and Assistant Fire Wardens should attend training sessions once a year, which are provided by Building Management.
3. Tenants are responsible for keeping an up-to-date list of special needs employees and providing them to Building Management.

## **B. Fire Warden Responsibilities**

1. Fire Wardens should know and be able to identify all employees. Have an employee list including cell numbers available for accountability at your company's predetermined meeting area.
2. Maintain an up-to-date list of special needs employees and provide this list to Building Management.
3. Notify building personnel at the Lobby of the location of special needs employees. If the mobility-impaired person is in immediate danger, notify 911 or firefighters.
4. Order evacuation of employees if danger is present.

## **C. Emergency Procedures**

1. If there is a fire on a floor and the alarm has not sounded, the Fire Warden or person finding the fire is to:
  - a. Close any doors to the fire areas
  - b. Pull the alarm in the nearest stairwell
  - c. Call 911 from a safe area
  - d. Notify 911 and building personnel of special needs employee locations
  - e. Evacuate the area or floor immediately
2. In the event that the alarm is sounded, the procedures outlined below are to be followed:
  - a. Fire Wardens are to put on a red cap (provided by Building Management), so tenants or the fire department can easily identify them. Fire Wardens should also carry a flashlight.



- b. Follow the instructions over the public address system to evacuate the floor and proceed to your company predetermined meeting area.
- c. When the fire department has arrived on site they will take control of the situation. When instructed by the fire department, Fire Wardens are to prepare their group to evacuate if they have not already done so and follow directions based upon the fire department instructions.
- d. When evacuating, proceed to the nearest stairwell. At that time everyone is to proceed down the stairwell to evacuate the building and to your pre-designated assembly area. **DO NOT TAKE FOOD, DRINKS, WATER BOTTLES OR LARGE ITEMS INTO THE STAIRS. DO NOT USE CELL PHONES IN THE STAIRWELLS. EXIT, THEN TWEET OR CALL!**
- e. Any area affected by fire or smoke is to be evacuated immediately. If safe, Fire Wardens should make certain any or all doors leading into such an area are closed after checking that everyone is out of the area.
- f. The Fire Warden can order relocation to another floor to access an alternate stairwell if the evacuation stairwell is blocked or danger is present.
- g. If the occupants of a floor not already evacuated are directed by the fire department to leave the floor, it is to be done by way of stairwells.
  - Elevators are not safe in such an emergency and will be taken out of service from the Fire Command Center.
  - When evacuating, Fire Wardens are to lead the people downward in the stairwell, making certain they stay on the far right leaving room for fire fighters to use the stairwell easily. Also, people should not run or talk in the stairwell as the noise may hinder them from hearing instructions.
  - Evacuation of the building occurs through the building stairwells. Each floor has two stairwells, which are clearly marked with exit signs. Two-hour fire doors and walls protect the stairwells. Upon entering the stairwell and proceeding downward, tenants can re-enter the building on the re-entry floors, which are prominently identified (see diagram at the end of this section) to gain access to the alternate stairwell. This should be used should the stairwell in use be blocked.
- h. Remember, if the building is to be evacuated per fire department instructions, leave immediately by way of the stairwells. **DO NOT USE THE ELEVATORS!**
- i. During fire drills if the fire department has evacuated the building, tenants will vacate the building and meet at Writer's Square at 15<sup>th</sup> Street & Larimer Street to await further instructions. **(This is for drills only; go to your designated assembly area in an actual emergency.)**

3. The following procedures have been implemented to provide maximum safety for anyone who is special needs in this building:
  - a. A comprehensive list of special needs people and where they are located is kept in the Building Management Office and the Fire Command Center at all times for use during any type of emergency. Included in the listing are: 1) the person's name; 2) the floor on which he/she works; 3) the name of the Fire Warden responsible; 4) the nature of the special needs individual and, 5) the name of their buddy and alternate buddy.
  - b. We ask that each Fire Warden assign at least two people to be the special needs person's "buddy." In this way, someone is always able to be with the special needs person.
  - c. In the event of an emergency, the special needs person should never be left alone. The "buddy" should always take the special needs person to the nearest stairwell landing when there is smoke or fire.
  - d. Special needs persons are to remain on the stairwell landing at all times with their "buddy" until the fire department arrives. If the mobility-impaired person is in immediate danger for any reason, call 911. If phones are not working, walk down the stairs and inform building personnel & firefighters.
4. The Fire Wardens should keep an updated employee file listing with cell phone numbers, on a daily basis, all employees on vacation, out sick, etc. The Building Management Office should also have a complete employee list on file. In case of an emergency, all employees need to be accounted for with the assistance of each Fire Warden. **The importance of this is paramount due to the fact that the fire department will re-enter the "danger areas" to look for all unaccounted employees.**

## **ALARM ANNOUNCEMENTS**

Listed below are two examples of announcements to listen for in an emergency situation.

### **A. Normal Announcement (during and after business hours)**

“May I have your attention please? This is building security. An alarm has been activated on the \_\_\_\_\_ floor(s) and the fire department has been dispatched. For everyone’s safety, the elevators will be temporarily taken out of normal service. “Please proceed immediately to your designated off-site assembly areas.” (The announcement will be repeated.)

An announcement may be made to All Other Floors:

#### **ANNOUNCEMENT TO ALL OTHER FLOORS -- WHEN APPLICABLE-- Repeated two times**

**May I have your attention please. This is building \_\_\_\_\_ (security/engineering). We are investigating an alarm on the \_\_\_\_\_ floor(s). The Fire Department will notify you if your floor is to be evacuated. Currently floors \_\_\_\_\_ are evacuating.**

*The “ANNOUNCEMENT TO ALL OTHER FLOORS” is an exceedingly important announcement. In the Independence Plaza, visual warning devices (strobes) activate on all floors when the building goes into alarm. Every attempt shall be made to reduce panic and keep tenants informed of emergencies affecting the building. NOTE: Devices activate two floors above and below the floor in alarm. Strobes are activated at these same locations as well as the Street Level Lobby.*

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

**Note: Please do not read message of return to normal until elevators are taken off of “recall” (Phase I) and are put back into operation.**

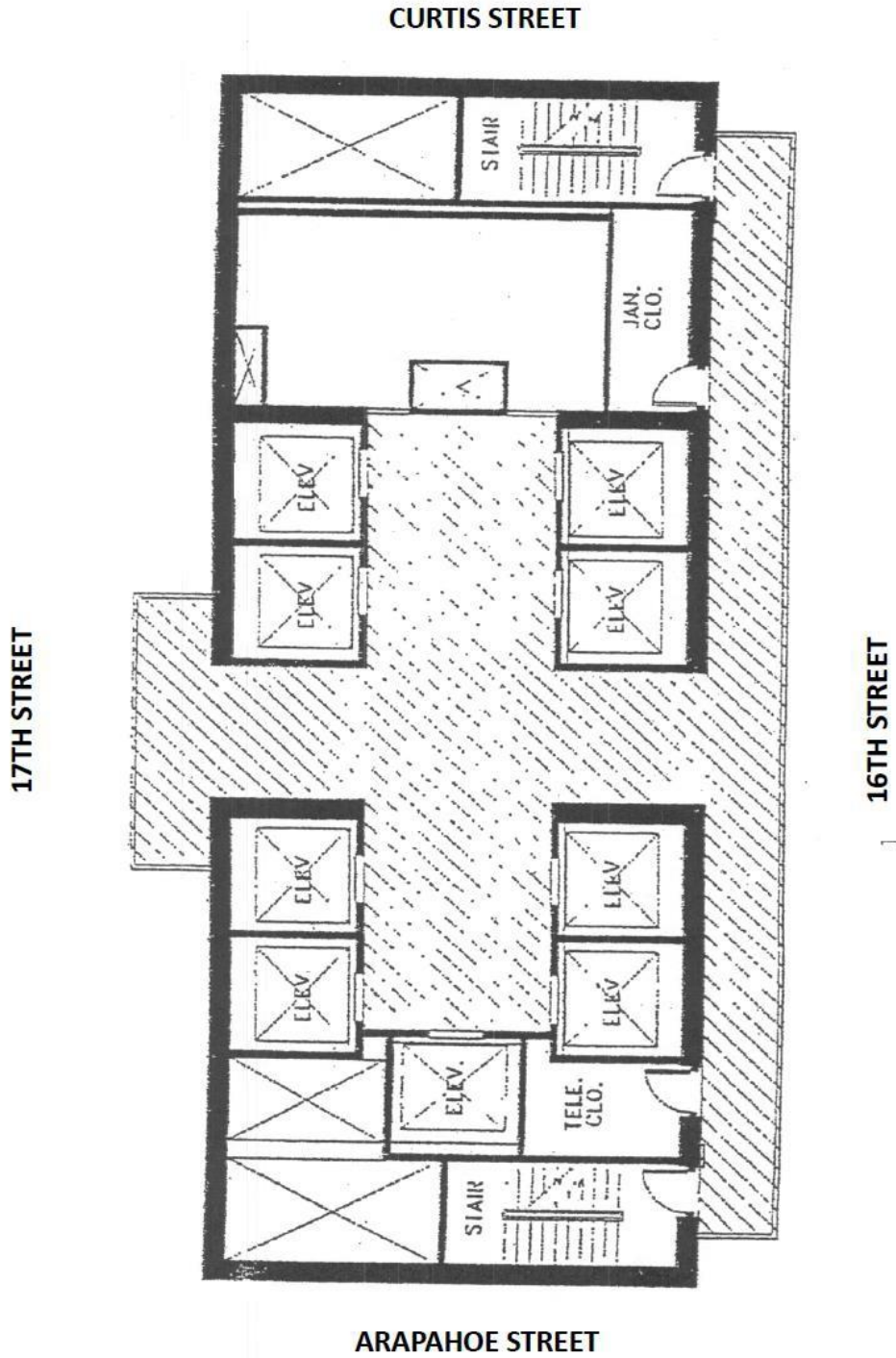
### **B. Normal/Conclusions (during and after business hours)**

“May I have your attention please? This is building security. The fire department has investigated the alarm on the \_ floor. This investigation is now complete. We are now returning the building back to normal operation. Thank you for your cooperation.” (The announcement will be repeated.)

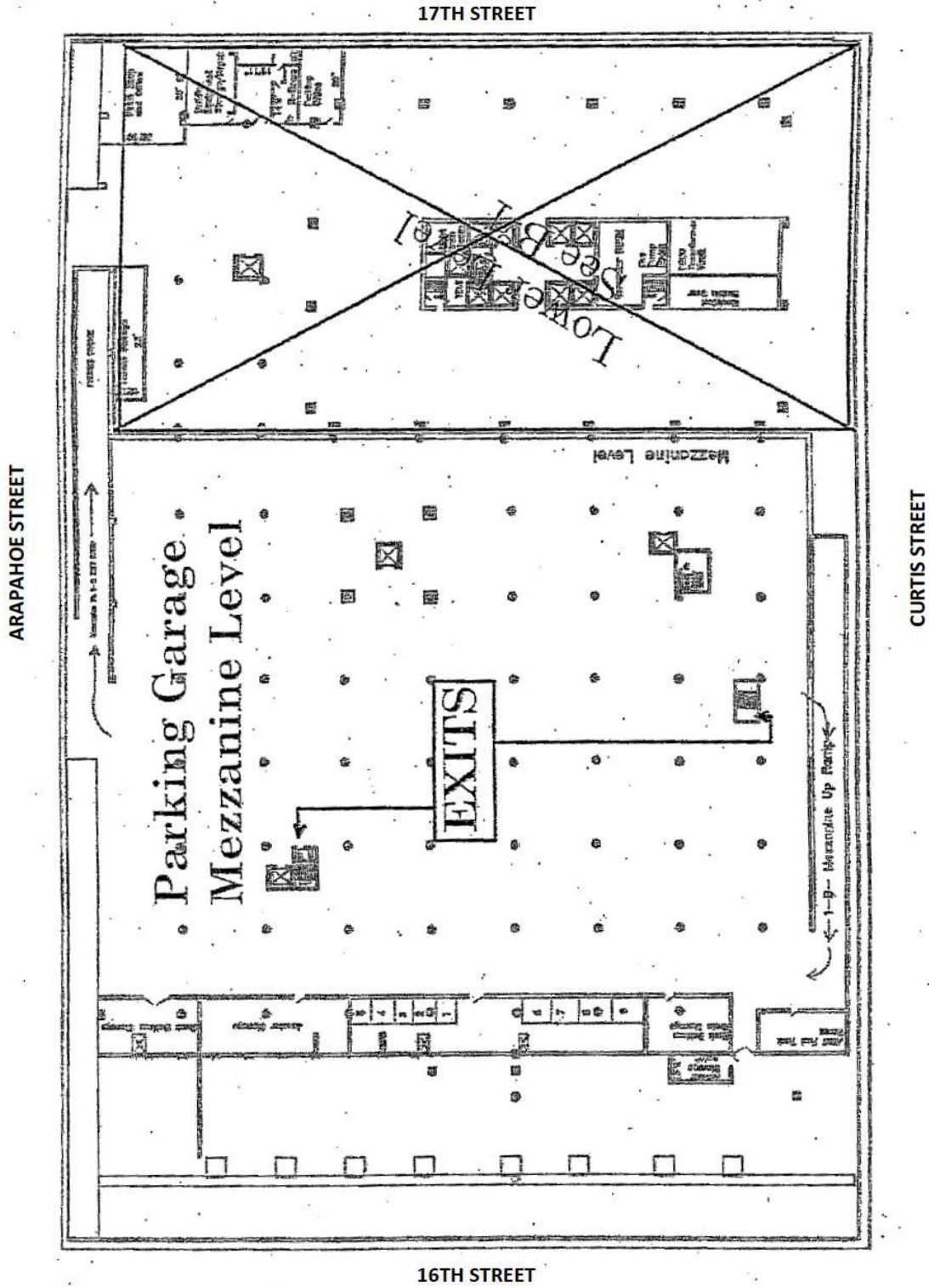
Announcement “A” will be made to only those floors in alarm.

Announcement “B” will be made to those floors that have not yet had a need to evacuate due to containment or at the conclusion of the fire department investigation.

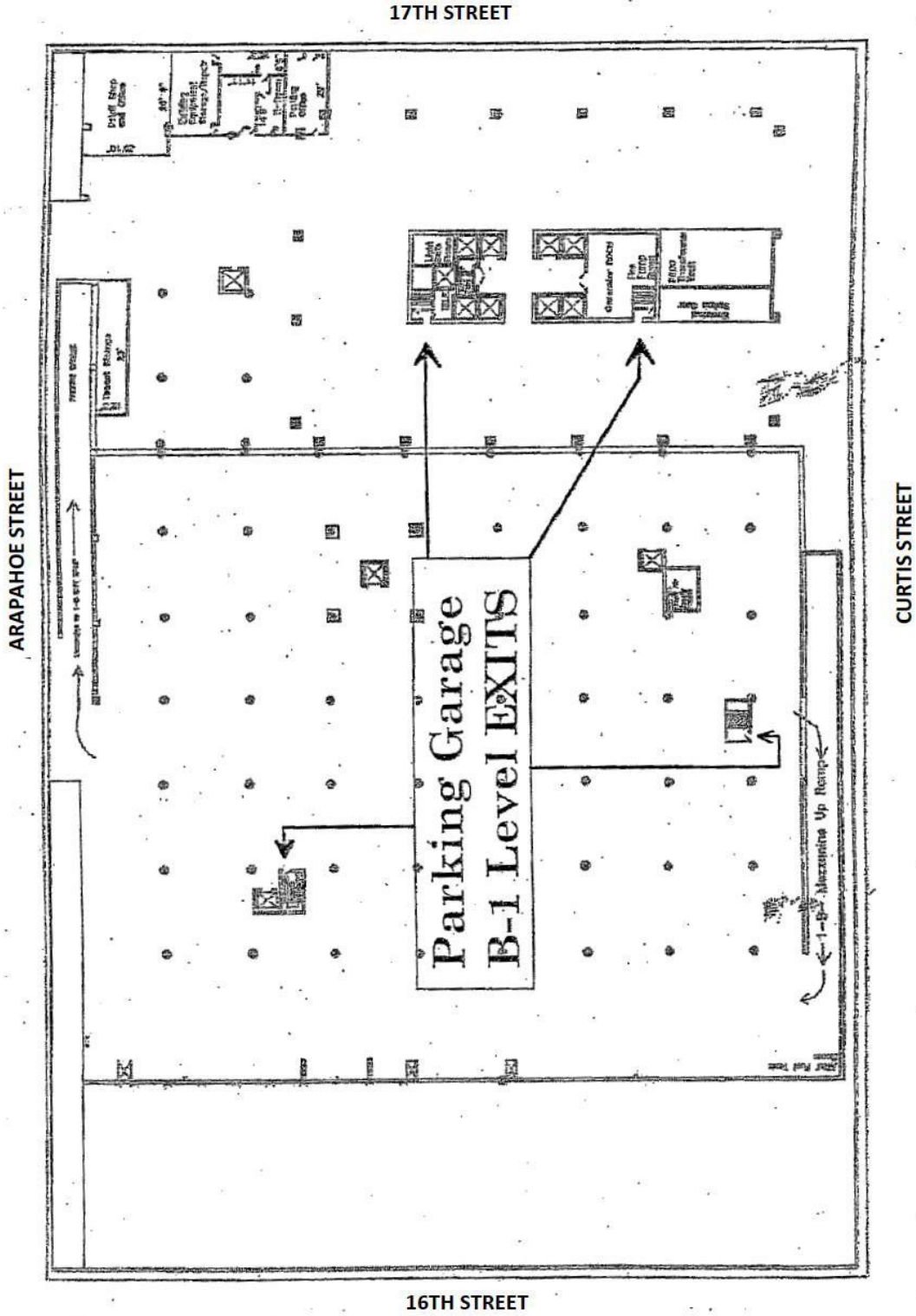
**16<sup>th</sup> Floor Floor-plate**



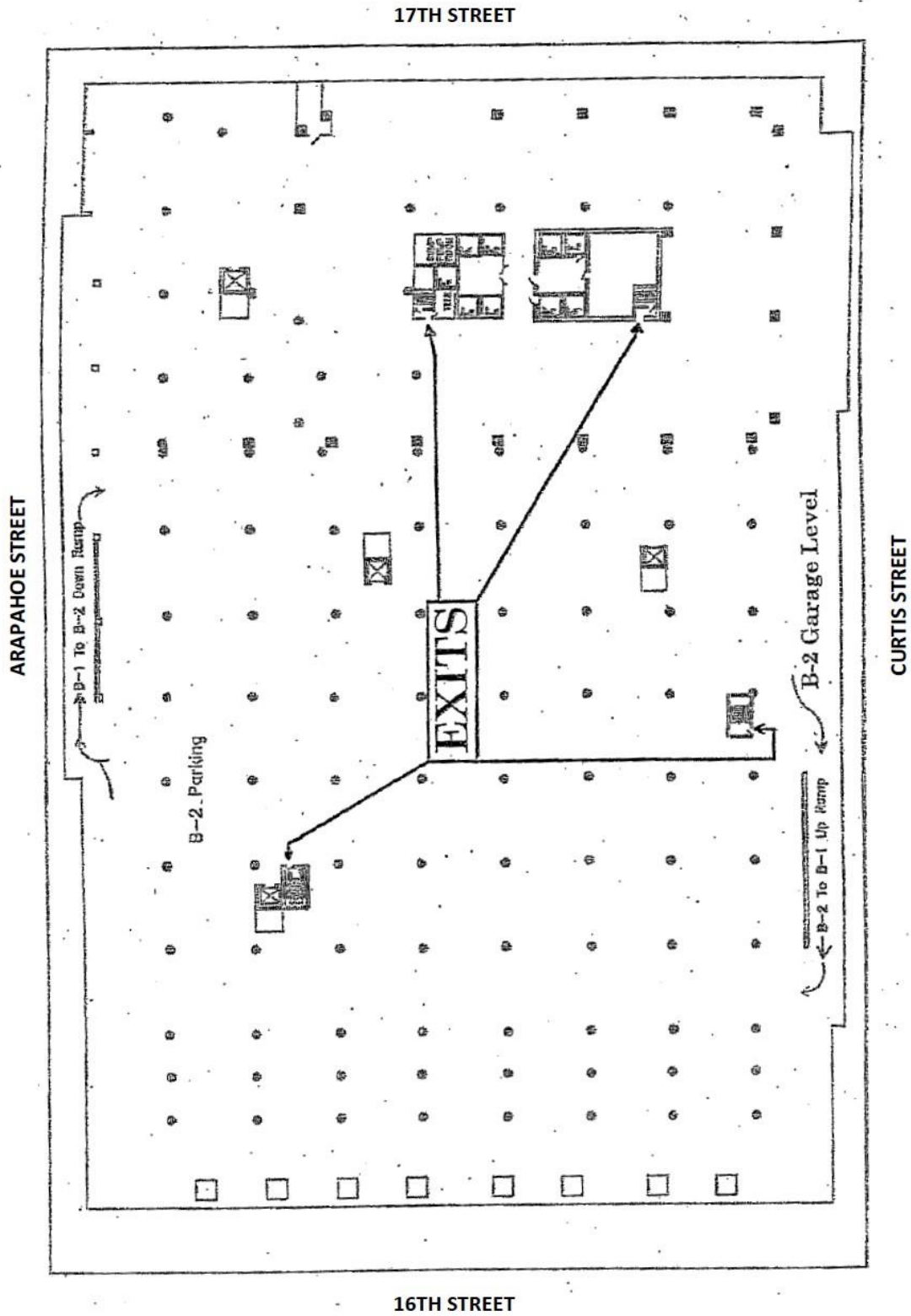
# Parking Garage Stairwell Locations



# **B-1 Level Parking Garage Exits**

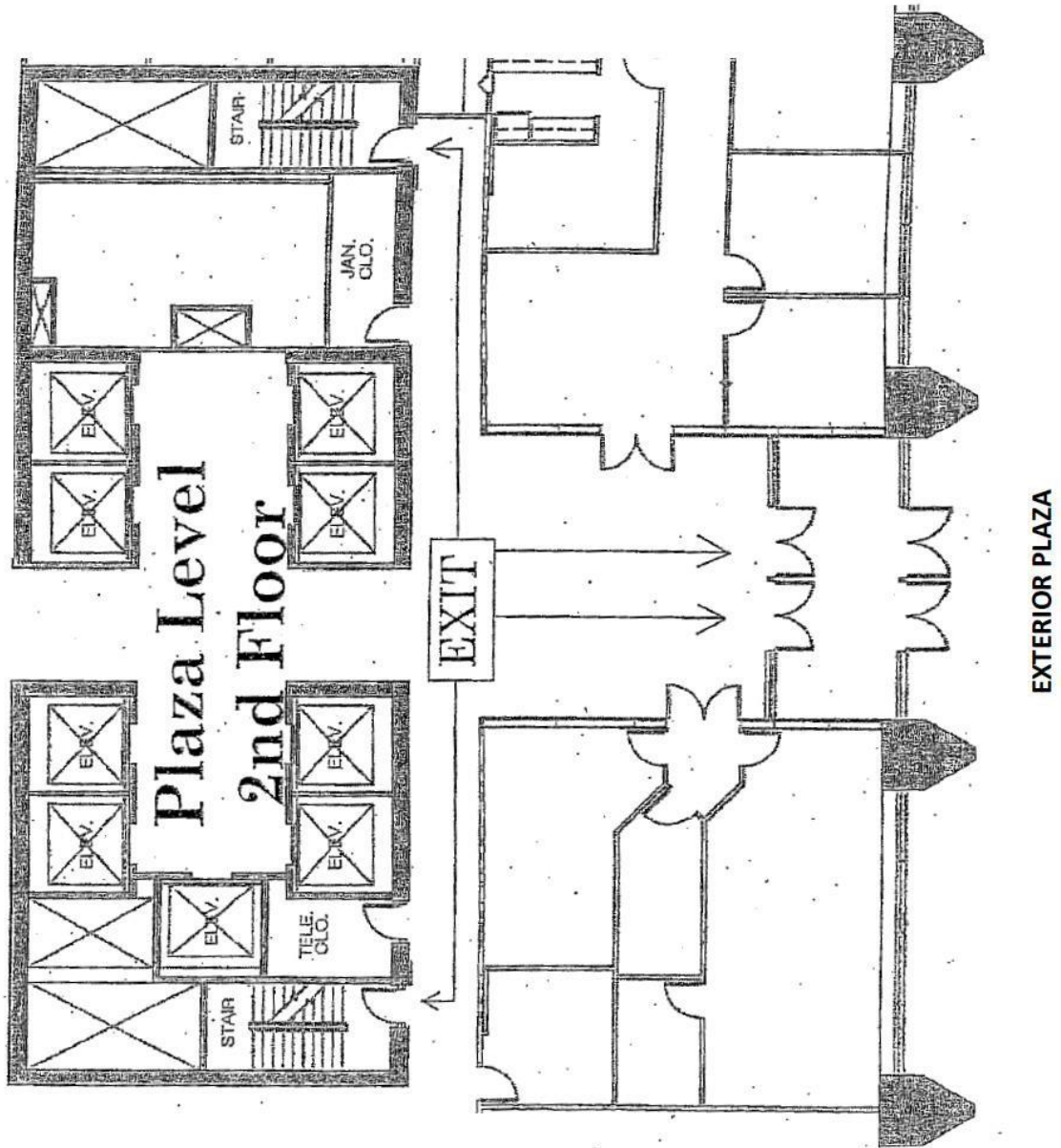


# B-2 Level Parking Garage Exits



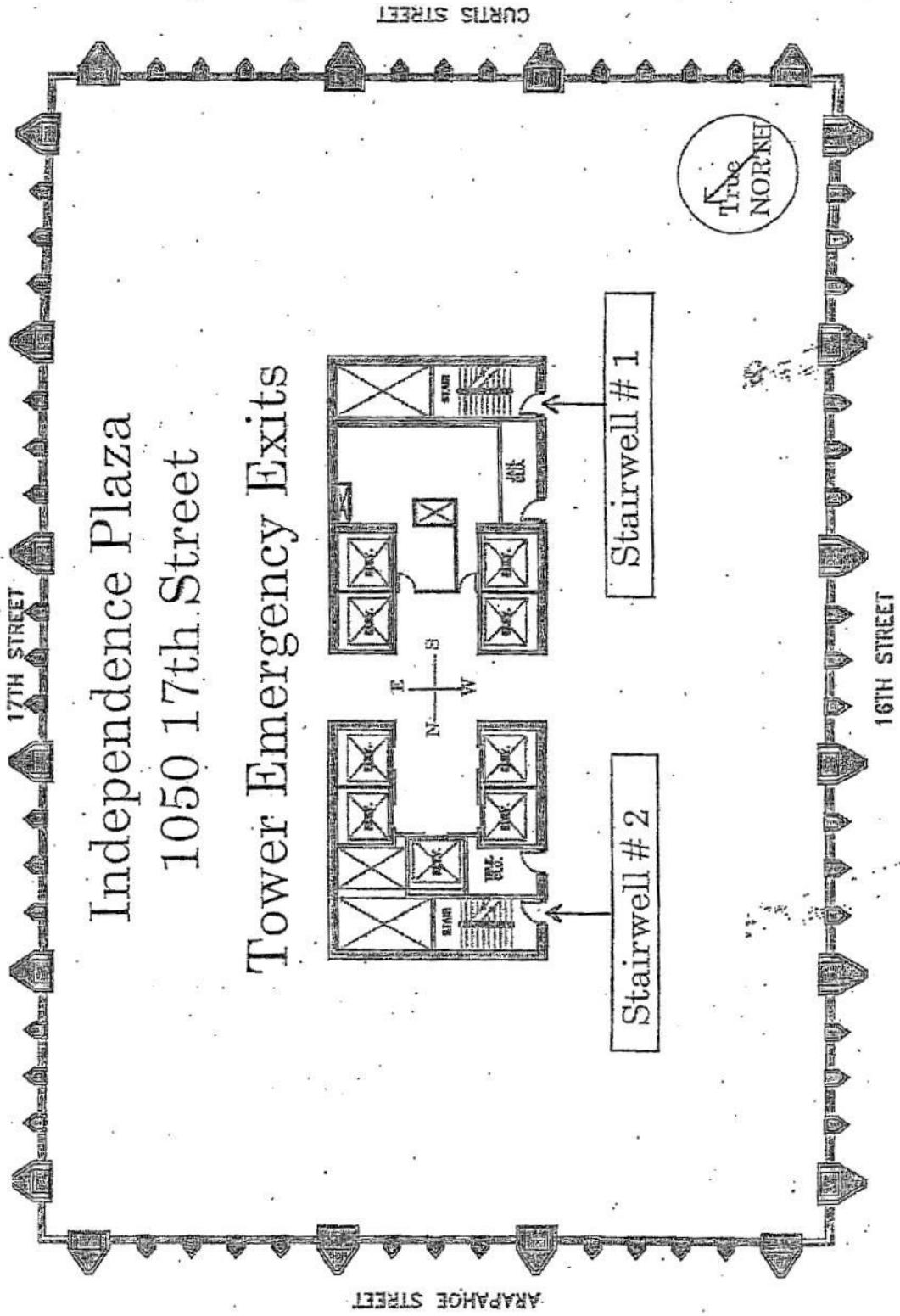


# Plaza Level Floor-plate

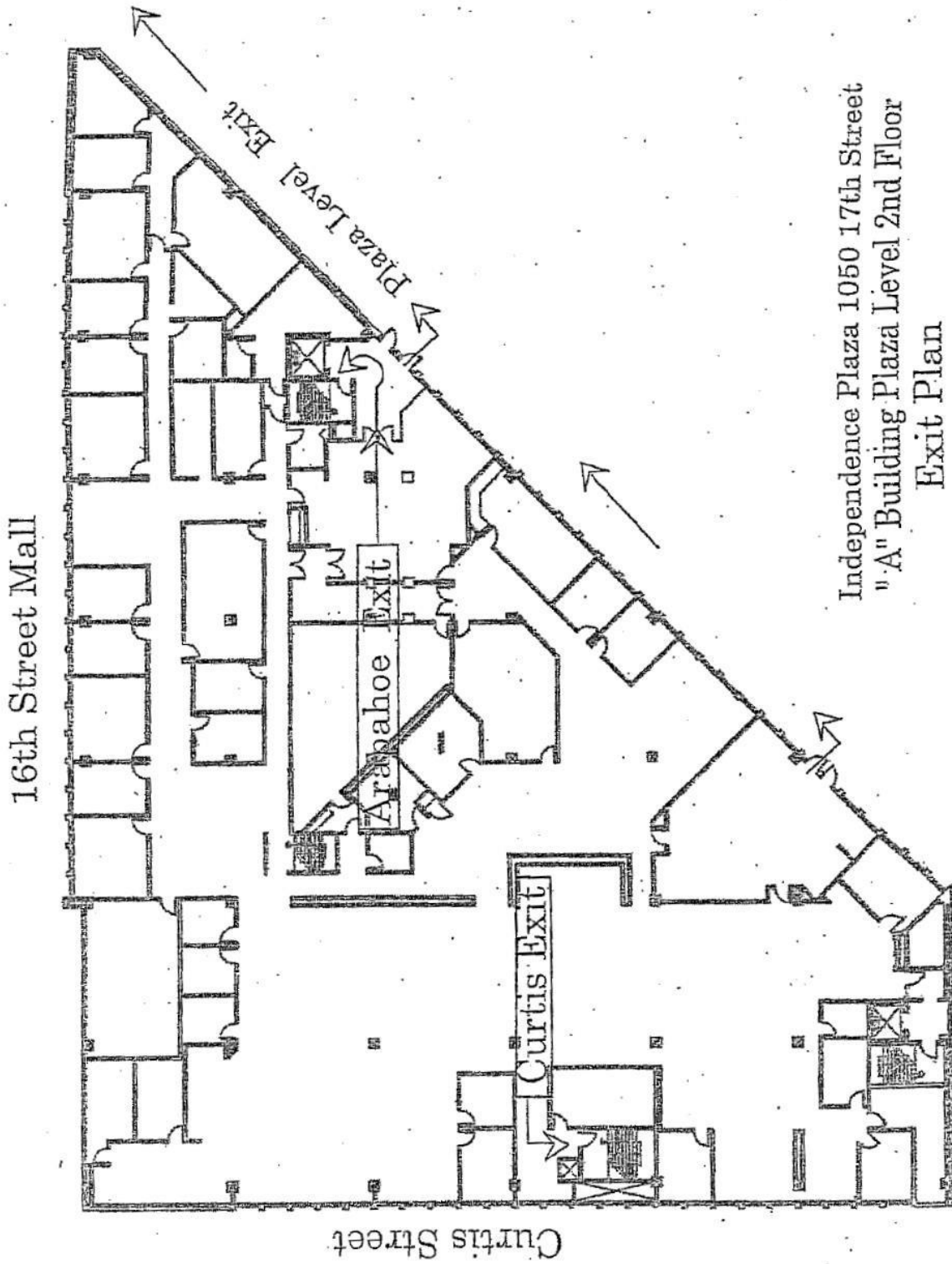




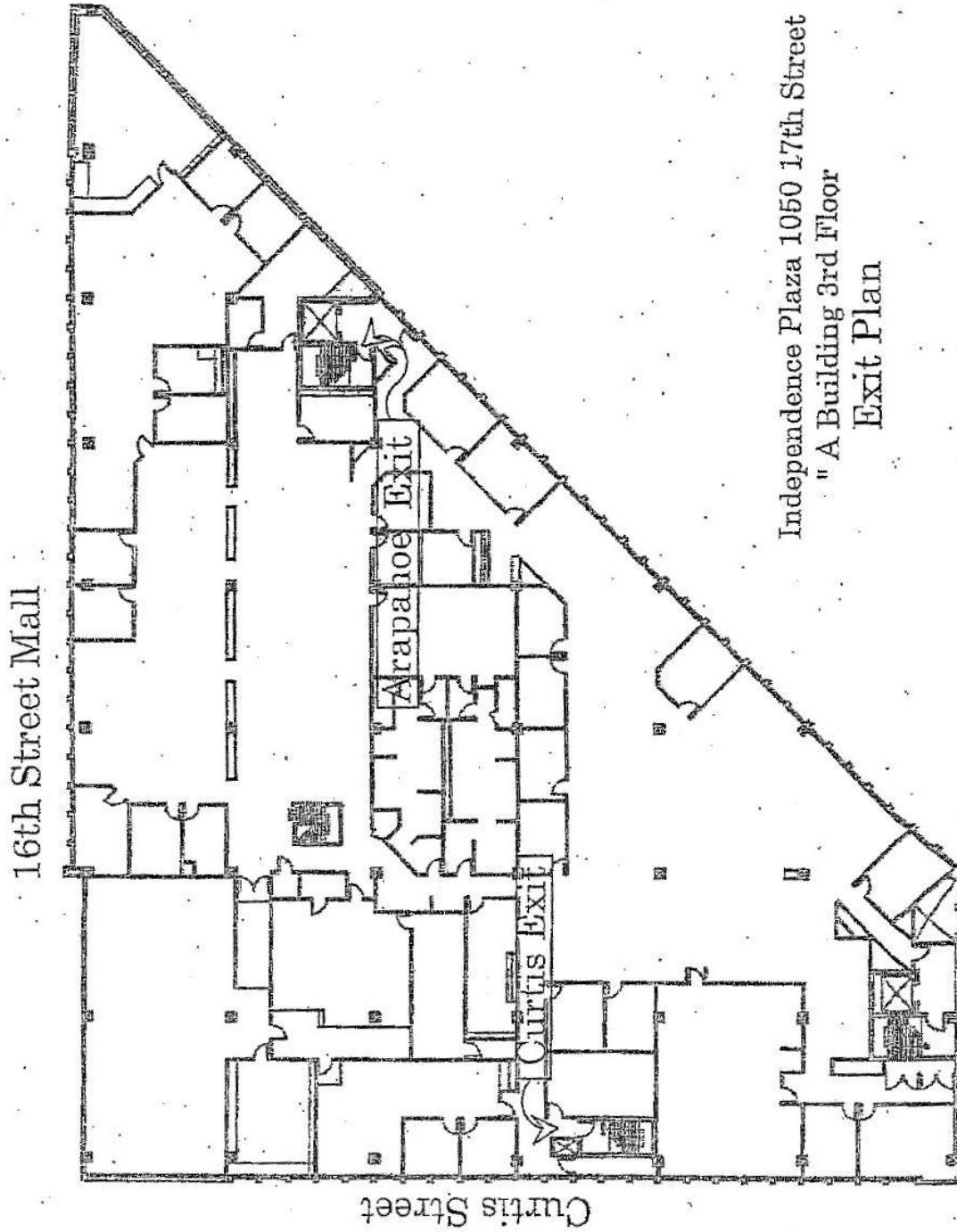
# Tower Emergency Exits



**A-Building 2<sup>nd</sup> Floor Exit Plan**



**A-Building 3<sup>rd</sup> Floor Exit Plan**



## **EVACUATION PROCEDURES**

If directed by the fire department, tenants will be instructed to vacate the building and directed to meet at their individual company's pre-determined meeting locations to wait for further instructions. Property Management will be located at the Writer's Square location at 15<sup>th</sup> Street and Larimer Street. Tenant's that meet at their pre-determined meeting locations may send a runner to this location to report missing employees or to communicate return information to their individual companies.

During fire drills tenants will be instructed to meet at Writer's Square at 15<sup>th</sup> Street & Larimer Street for further directions. Should tenants prefer to meet at their pre-determined meeting locations it is advised that a runner be sent to the Writer's Square location to receive information regarding their return to the building.

Should the situation warrant it, Building Management will arrange an emergency evacuation program with area hotels to accommodate the necessary business activities required under evacuation circumstances.

The fire department and/or Building Management will keep you informed regarding building, parking garage, and re-entry status.

(Do you have a spot designated outside that each company could send one runner to? That way the runner could let the company know when it is safe to return, and have a location outside to report missing employees) See above!

## **EVACUATION PROCEDURES**

(See next page for re-location and re-entry floors)

If stairwells are blocked during the evacuation procedure it may be necessary to move up or down to a re-entry floor to gain access to the alternate stairwell. The stair way side of the door should be checked for heat by placing hand on door or door handle prior to entering to confirm it is safe to enter. If the door or handle is hot to the touch it is advised to move to an alternate re-entry door. Re-entry floors should not be more than five floors apart.

| <b>Independence Plaza Stairwell Re-entry Floors</b> |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|
| Updated 9/5/18                                      |                       |                       |                       |
| <b>Floor</b>  | <b>East Stairwell</b> | <b>Re-entry Floor</b> | <b>West Stairwell</b> |
| Roof Access   | Hasp Locked           |                       | Hasp Locked           |
| Penthouse Mechanical                                |                       |                       |                       |
| 25  |                       |                       |                       |
| 24  |                       | Re-entry              |                       |
| 23  |                       |                       |                       |
| 22  |                       |                       |                       |
| 21  |                       |                       |                       |
| 20  |                       |                       |                       |
| 19  |                       | Re-entry              |                       |
| 18  |                       |                       |                       |
| 17  |                       |                       |                       |
| 16  |                       |                       |                       |
| 15  |                       | Re-entry              |                       |
| 14  |                       |                       |                       |
| 12  |                       |                       |                       |
| 11  |                       |                       |                       |
| 10  |                       |                       |                       |
| 9   |                       |                       |                       |
| 8   |                       | Re-entry              |                       |
| 7   |                       |                       |                       |
| 6   |                       |                       |                       |
| 5   |                       |                       |                       |
| 4   |                       |                       |                       |
| 3   |                       | Re-entry              |                       |
| 2 (Plaza)   |                       | Re-entry              |                       |
| Street  |                       | Re-entry              |                       |
| B1 (Parking)  |                       | Unsecured             |                       |
| B2 (Parking)  |                       | Unsecured             |                       |

## **BOMB THREAT PROCEDURES**

The person receiving a bomb threat call should not attempt to make a judgment of the call's validity. What may appear on the surface to be a hoax may be planned to appear just that way. All parties in the building should follow through with the established procedures, regardless of appearances. Cooperation with the emergency agencies of the city, training of personnel and tenants, and testing of the procedures periodically will hold the potential risk to a minimum.

### **A. Basic Tenant Responsibilities**

1. Each tenant should brief the telephone receptionist on bomb threat procedures.
2. Each tenant should have a copy of the Bomb Threat Checklist near the receptionist's telephone (see attached checklist at the end of this section).

### **B. Bomb Threat Emergency Threats**

#### **1. Receiving Telephone Threats**

- a. When a bomb threat is received by telephone, immediately ask the caller the questions listed on the Bomb Threat Checklist. This information will be extremely helpful to the police.
- b. After the caller has hung up, immediately fill out the remaining portion of the Bomb Threat Checklist. This information will be extremely helpful to the police.
- c. Notify the Building Management Office (303) 534-6611 that you have received a bomb threat. They will call the police.
- d. Do not make statements to newspapers, radio or television news. Leave that to the police.

#### **2. Receiving Written Threats**

- a. Written threats are less frequent than telephone threats but must be considered just as carefully.
- b. Avoid physical handling of the written threat. Evidence will be analyzed by the police department for fingerprints, postmarks, handwriting, and typewriting.
- c. Notify the Building Management Office (303) 534-6611 that you have received a written threat. You should notify police immediately.

### 3. Tenant Searching Procedures

- a. The police will not search an area after receiving a bomb threat.
- b. It will be the responsibility of each tenant to decide if their employees are to search tenant areas such as coatrooms, conference rooms, computer rooms, and workstations. You know better than anyone what items are familiar to your space.
- c. If a suspected device is found, do not touch it. Contact the Building Management Office (303) 534-6611 and clear the immediate area. Guard the area, keeping people away, until a police officer checks the device.
- d. If the police officer believes the suspected device to be a bomb, his/her authority immediately exceeds that of the tenant or Landlord and his/her instructions are to be followed.
- e. Two-way radios and cell phones should never be utilized in the area of a suspected device.

### 4. Building Management Searching Procedures

If the location is unknown, the Building Management team will implement searching procedures. These areas include, but are not limited to, mechanical rooms, stairwells, parking garage, and exterior areas.

### 5. Evacuation

- a. Evacuation of the building is a decision to be made by each tenant or the police or fire department officials only. Building Management will not make the decision to evacuate the building.
- b. In the event the decision to evacuate is made, the fastest route to safety will be the stairwells.
- c. Contact the Building Management Office (303) 534-6611 and inform them of the decision to evacuate. Building Management will inform the police and/or fire department of that decision.

**BOMB THREAT CHECKLIST**

DATE \_\_\_\_\_ TIME \_\_\_\_\_ COMPANY NAME \_\_\_\_\_

NAME AND POSITION OF PERSON TAKING CALL \_\_\_\_\_

TELEPHONE NUMBER CALL CAME IN ON \_\_\_\_\_

Please fill out the following information immediately or during the conversation with the caller.

1. When is the bomb set to explode? \_\_\_\_\_
2. Where is the bomb located? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What type of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. Did you (the caller) place the bomb? \_\_\_\_\_
7. Why did you (the caller) place the bomb? \_\_\_\_\_
8. What is your (the caller) name and address? \_\_\_\_\_  
\_\_\_\_\_

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

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

|                |                |                     |   |
|----------------|----------------|---------------------|---|
| _____ Calm     | _____ Laughing | _____ Raspy         | If voice is familiar, who<br>did it sound like?<br>_____<br>_____ |
| _____ Angry    | _____ Crying   | _____ Deep          |   |
| _____ Excited  | _____ Normal   | _____ Ragged        |   |
| _____ Slow     | _____ Distinct | _____ Deep Breather |   |
| _____ Loud     | _____ Slurred  | _____ Disguised     |   |
| _____ Rapid    | _____ Nasal    | _____ Accent        |   |
| _____ Soft     | _____ Stutter  | _____ Familiar      |   |
| _____ Cracking | _____ Lisp     |                     |   |

BACKGROUND SOUNDS:

|                     |                    |                     |
|---------------------|--------------------|---------------------|
| _____ Street Noises | _____ House Noises | _____ Factory       |
| _____ Crockery      | _____ Motor        | _____ Machinery     |
| _____ Voices        | _____ Office       | _____ Long Distance |
| _____ PA System     | _____ Clear        | _____ Animal Noises |
| _____ Phone Booth   | _____ Music        | _____ Static        |

THREAT LANGUAGE:

|                   |                                    |                  |             |
|-------------------|------------------------------------|------------------|-------------|
| _____ Well-Spoken | _____ Foul                         | _____ Incoherent | _____ Taped |
| _____ Irrational  | _____ Message Read by Threat Maker |                  |             |



## **THEFTS/SUSPICIOUS OCCURRENCES**

The Building Management team has procedures to assist the building tenants in handling many types of situations that occur in a downtown office environment. When a theft or suspicious activity occurs, immediately notify the Building Management Office (303) 534-6611.

### **A. Office Theft/Suspicious Occurrences**

The tenant should be aware of activities that are outside the normal day-to-day activities on their floor and in the building.

1. Never leave your reception area unattended.
2. During off-business hours, doors should remain locked at all times. Tenants will often use the restroom during these off times, leaving their door open, giving access to unwelcome individuals.
3. Door bells can be installed at tenant's cost and can be a great deterrent for potential thieves.
4. Watch team - a cooperative effort with fellow employees and/or other tenants on your floor to look out for each other. This may include exchanging phone numbers with other tenants to facilitate rapid communication.

### **B. Response Measures**

It is important to notify the Building Management Office (303) 534-6611 immediately when an event takes place. The Building Management Office will need the following information whenever possible:

1. Tenant name and suite number.
2. Type of situation, location, and time.
3. Description of suspected individual(s).
4. Which direction the suspect went (i.e., stairs, elevator, restroom(s), up or down in the elevator, etc.).

### **C. Types of Occurrences to Look For**

1. Suspicious move-outs, unfamiliar individuals in restrooms or wandering the hallways, suspicious boxes, equipment, etc. in hallways.
2. Multi-tenant floors should watch for doors or stairwell doors being propped open.

**ACTIVE SHOOTER**  
**RUN, HIDE, FIGHT**

The authorities are working hard to protect you and to protect our public spaces. But sometimes, bad people do bad things. What do you do if there is an active shooter?

**Trying to get yourself out of harm's way needs to be your #1 priority.**

|   |
|---|
|   |
| <b><u>RUN:</u> When an active shooter is in your vicinity:</b>              |
| · If there is an escape path, attempt to evacuate.                          |
| · Evacuate whether others agree to or not.                                  |
| · Leave your belongings behind.   |
| · Help others escape if possible.   |
| · Prevent others from entering the area.                                    |
| · Call 9-1-1 when you are safe.   |
| <b><u>HIDE.</u> If an evacuation is not possible, find a place to hide.</b> |
| · Lock and/or blockade the door.  |
| · Turn out lights; silence your cell phone.                                 |
| · Hide behind large objects.  |
| · Remain very quiet.  |
| <b><u>Your hiding place should:</u></b>                                     |
| · Be out of the shooter's view.   |
| · Provide protection if shots are fired in your direction.                  |
| · Not trap or restrict your options for movement.                           |
| <b><u>FIGHT.</u> As a last resort, and only if your life is in danger:</b>  |
| · Attempt to incapacitate the shooter.                                      |
| · Act with physical aggression.   |
| · Improvise weapons.  |

|   |
|---|
| · Commit to your actions.   |
| Try to be aware of your environment. Always have an exit plan.  |
| Know that in an incident like this, victims are generally chosen randomly. The event is unpredictable and may evolve quickly.                 |
| The first responders on the scene are not there to evacuate or tend to the injured. They are well-trained, and are there to stop the shooter. |
| When law enforcement arrives:   |
| Remain calm and follow instructions.  |
| Keep your hands visible at all times.   |
| Avoid pointing or yelling.  |
| Know that help for the injured is on its way.   |

For more information and a training video: [www.readyhouston.tx.gov](http://www.readyhouston.tx.gov).

## **HOSTAGE SITUATION**

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

1. A physical description of the person(s) and their location.
2. Whether or not they are armed.
3. The number of hostages and their location.

After the Police have been notified, inform Building Management (303) 534-6611 of the situation.

# ARMED INTRUDER CHECKLIST

## DESCRIPTION OF PERSON

### PHYSICAL

Name or alias (if known) \_\_\_\_\_  
Sex \_\_\_\_\_  
Race \_\_\_\_\_  
Height (estimate should compare with officer's height) \_\_\_\_\_  
Weight (estimate should compare with officer's weight) \_\_\_\_\_  
Hair (color, texture, length, type of cut, etc.) \_\_\_\_\_  
Eyes (shape, color) \_\_\_\_\_  
Complexion (dark, light, skin texture, etc.) \_\_\_\_\_  
Speech (accent, impediment, voice tone etc.) \_\_\_\_\_  
Build (heavy, slim, stock, etc.) \_\_\_\_\_

### Clothing

Hat (type, color, etc.) \_\_\_\_\_  
Coat (type, color, material, etc.) \_\_\_\_\_  
Shirt (type, color, sleeve length, etc.) \_\_\_\_\_  
Tie (type, color, knot, etc.) \_\_\_\_\_  
Trousers (type, color, material, etc.) \_\_\_\_\_  
Belt (color, material, buckle) Gloves \_\_\_\_\_  
(type, color, material) \_\_\_\_\_  
Shoes (type, color, etc.) \_\_\_\_\_

### Peculiarities

Glasses (type, color, rim, etc.) \_\_\_\_\_  
Eyebrows (full, color, etc.) \_\_\_\_\_  
Baldness (full, partial, etc.) \_\_\_\_\_  
Nose (large, small, broken, etc.) \_\_\_\_\_  
Teeth (stained, large, broken, etc.) \_\_\_\_\_  
Mustache (color, length, type, etc.) \_\_\_\_\_  
Scars or marks (type, color, length, etc.) \_\_\_\_\_  
Ears (big, protruding from head, etc.) \_\_\_\_\_  
Neck (thick, long, etc.) \_\_\_\_\_  
Hands (fingers missing, large, scars, rings, etc.) \_\_\_\_\_  
Jewelry (type, where worn) \_\_\_\_\_

### WEAPONS

Gun (automatic or revolver, rifle or shotgun, large or small etc.) \_\_\_\_\_  
Knife \_\_\_\_\_

### **NOTES:**

## SEVERE WEATHER

**A. Floor Warden's Responsibilities Whenever severe weather conditions are reported; the Fire Warden should follow procedures for that particular condition.**

**B. Tornadoes or High Winds**

1. When a tornado watch is announced, this means that tornadoes are expected in, or near, your area. Keep your radio, television or cell phone app tuned to a local station for information and advice from your local government and the weather service. Also, keep watching the sky. If you see any revolving, funnel-shaped clouds, report them immediately by calling 911. (You may watch when a watch is announced. Never go to the windows during a warning.)
2. When a tornado warning is issued, it means that a tornado has actually been sighted or has been indicated by radar, and that this or other tornadoes may strike in your vicinity. Public warning will come over the radio, TV, or by five-minute steady blasts of sirens by the Civil Defense warning system. Take the following actions immediately!

**Actions to Take**

An announcement shall be made using the public address system to warn tenants that a tornado warning has been issued for your area and that it is advisable to have all occupants move to a safe location in the building. Take the following actions immediately:

1. Get away from the perimeter of the building and exterior glass. If time permits, close drapes, blinds, etc.
2. Leave your office if it is located on the building's perimeter - close the door.
3. Go to the center of the building - bathrooms or stair enclosures. Go to a lower floor if you have time.
4. Sit down and protect yourself by putting your head as close to your lap as possible, or you may kneel while protecting your head.
5. **Do not** use elevators and **do not** go to the first floor lobby or outside the building.
6. Keep your radio, cell phone or television set tuned to a local station for information.
7. Do not use the telephone to call to get information or advice. This only ties up circuits. Updated information will be passed on to you via the building public address system as often as possible.
8. If you are trapped in an outside office, seek protection under/behind a desk away from windows. Keep calm.

The bathrooms and stairways of this building will provide the best protection during a tornado. Go to a lower floor if you have time. (DO NOT GO TO THE LOBBY!) If you hear a Civil Defense siren and/or tornado advisory announcement, please proceed to one of those areas and follow the procedures outlined above.

**C. Lightning**

Whenever lightning is severe, avoid leaving the building. One is much safer inside the building's lightning grounded system.

**D. Heavy Snowfall**

1. Denver's snowfall can be severe at times and can make travel dangerous. When conditions are hazardous, call a company official to make sure that your company is open before traveling to work.
2. Fire Wardens should monitor snowfall throughout the working day to make certain conditions will allow employees to travel home at the end of the day.
3. Each tenant is responsible for the decision not to open for business or to allow employees to leave work early.

# **EARTHQUAKE**

Earthquakes are one of nature's most frightening natural phenomena. When an earthquake occurs, the ground will shake perceptively for a relatively short time, perhaps only for a few seconds or for as much as a minute in a great earthquake.

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

1. Try to remain calm and reassure others.
2. If you are in a high-rise office building, get under a desk. Do not run for exits, since stairways may be broken and jammed with people. Power for elevators may fail and stop operating. Seek safety where you are at the time of the incident and then leave calmly if evacuation is necessary.
3. Do not be surprised if the electricity goes out or if elevator, fire, and burglar alarms start ringing, or if sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls, and falling objects.
4. Do not be surprised if you feel more than one shock. After the first motion is felt, there may be a temporary decrease in the motion followed by another shock. This phenomenon is merely the arrival of different seismic waves from the same earthquake. Also, after-shocks may occur. These are separate quakes, which follow the main shock.

## **B. Precautions to Take After An Earthquake**

When the shaking stops, there may be considerable damage and people may be injured. It is especially important that everyone remains calm and begins the task of taking care of one another. The first concern is for those who are hurt and the next concern is to prevent fires. After that, damage can be assessed and remedial measures begun.

1. Remain calm and take time to assess your situation.
2. Help anyone who is hurt and administer emergency first aid when necessary. Cover injured persons with blankets to keep them warm. Seek medical help for those who need it.
3. Check for fires and fire hazards. Put out fires immediately if it is safe to do so.
4. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
5. Shut off water lines in your suite if breakage has occurred.
6. Do not turn on electrical switches or appliances.
7. Do not touch power lines, electric wiring, or objects in contact with them.



8. Do not use the telephone except to call for help or to report serious emergencies (medical, fire, or criminal) or to perform some essential service. Jammed telephone lines interfere with emergency services and it is thoughtless to use the telephone for personal reasons or to satisfy curiosity. When the emergency is clearly over, contact relatives and friends so they will know you are safe.
9. Clean up and warn others of any spilled materials that are dangerous.
10. Listen to the radio for information about earthquake and disaster procedures.
11. Be prepared to experience after-shocks. They often do additional damage to buildings weakened by the main shock.
12. Use great caution when entering or moving about in a damaged building. Collapses can occur without much warning and there may be dangers from gas leaks, electric wiring, broken glass, etc.

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

## **MEDICAL EMERGENCIES**

### **Tenant Responsibilities**

#### **A. Call 911 and inform the operator of the following:**

1. Your name.
2. The name of the company, the telephone number, the floor and/or the suite number of the company reporting the emergency.
3. The street address: 1050 17th Street
4. The person's name that is in need of medical attention.
5. Any information regarding the type of medical attention needed.
6. **Do not hang up the telephone until the operator has hung up.**

#### **B. Call Property Management at (303)534-6611 and give them the following information:**

1. Your name.
2. The name of the company and the floor and suite where the company is located.
3. The type of medical attention needed.
4. The name of the person needing medical attention.
5. Security will secure an elevator at the lobby to assist in the response of the Fire Department and Medical response teams.

#### **C. Meet the emergency medical team in the elevator lobby of the floor and escort them to the appropriate location.**

## **POWER FAILURE PROCEDURES**

### **A. Emergency Generator**

1. Due to the possibility of a failure of electrical service from the Xcel Energy Company of Colorado, Independence Plaza is equipped with an emergency generator, which starts automatically in the event of a power failure.
2. In the event of a power failure, the emergency generator will supply electrical power to the following areas within the building:
  - a. Emergency lighting system
    - Stairwells
    - Exit lights
    - Corridors - spot lighting
    - Tenant suites - spot lighting
    - Parking areas - spot lighting
  - b. Fire alarm system
  - c. One elevator in the low-rise and one elevator in the high-rise elevator cores
  - d. Fire pump
  - e. Supply and return air fans
  - f. Garage exhaust fans
  - g. Sump pumps
  - h. Air compressors

### **B. Power Failure Procedures**

1. The emergency generator will start automatically and supply emergency power to the above-mentioned systems within 10 seconds.
2. All elevators will stop and then return to the first floor, one at a time, where the doors will open and allow passengers to exit. Once all elevators have returned to the lobby, one elevator in the low-rise and one in the high-rise elevator cores will then operate in a normal capacity on emergency power.
3. The emergency lighting system will turn on within 15 seconds of a power failure. The emergency lighting system will provide light in the office areas, corridors, and stairwells to enable people to see where they are going.
4. Should the emergency generator fail to start, tenants should relocate to the perimeter of the building and wait for further instructions.

## **ELEVATOR MALFUNCTION**

The following are steps to take when you find yourself in an elevator that has stopped for no known reason and the doors won't open.

- The most important is **DON'T PANIC**.
- Push the "Press to Talk" or "Push to Call" button, which is located on the front panel. This will open communications with the Security desk in the lobby. **DO NOT ATTEMPT OR TRY TO FORCE DOORS OPEN**. Do not exit the elevator until advised by a mechanic or fire department representative.
- Give the Lobby Attendant your name, who you work for and what you experienced when the elevator stopped. The Lobby Attendant will contact the elevator contractor who will respond immediately.
- The Lobby Attendant will check back with you to see how you are and monitor any change in conditions. Let the Lobby Attendant know of anyone they can call for you, (i.e. office, family member, car pool.) Continue to communicate with the Lobby Attendant and let them know how you are feeling or if there is any medical emergency.

### **DON'T PANIC!!!**

If you are outside the elevators and hear the bell ring, call the management office and report that someone may be stuck in an elevator, that way we can confirm that the Lobby Attendants are aware of the situation and are in contact with the person(s) in the elevator.

### **Elevator Emergencies Requiring Fire Department Assistance**

During an elevator emergency, 911 should only be called if the person(s) inside is/are trapped, as defined by the Denver Fire Department. A situation involving one or more of the following would warrant a call to 911:

- The ability to communicate with the person(s) is lost
- The person(s) request that 911 be called
- There is a medical emergency (panic included)
- There is an environmental emergency (fire, chemical, bomb threat, etc.)
- A wall has to be breached or person(s) must be removed by any means other than under their own power and via the normal passenger exit door.
- Personnel from Building Management, Engineering, Security, etc., deem it necessary to call 911
- The responding elevator company or mechanic deems it necessary to call 911
- Due to weather or other conditions (e.g. mechanic responding from home), the response time will be longer than twenty (20) minutes

## **WATER INTERRUPTION OR FLOOD**

### **Water Interruption**

A temporary interruption of the water supply may result in the disruption of the building services. Without water it is not possible to maintain sanitary conditions. Additionally, water interruption limits the fire department's ability to extinguish fires. The length of the disruption will determine whether the building will be evacuated or not. Building Management and the Chief Engineer, along with the fire department, will determine the severity of the situation.

### **Flooding**

In case of a major leak:

During business hours, contact the management office at (303) 534-6611 or building Security at (720) 932-9510.

The Engineers will isolate the water to the device that is leaking.

The Management Team along with Engineering will initiate clean-up procedures.

## **NATURAL GAS EMERGENCY**

The only natural gas that is in Independence Plaza is in the retail areas. However, if you smell a suspicious odor that you think may be natural gas, call the management office at (303) 534-6611. The building Engineers will investigate the situation.

If a natural gas odor is present, the engineer will evacuate everyone from the area and call 911.

We want everyone who smells gas to evacuate without waiting for fire department or building engineers to investigate:

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

1. Leave the area immediately.
2. Do not stop to turn anything on or off, do not open or close anything. Have all smoking cease immediately, and evacuate out and away from the building as quickly as possible.
3. From a safe area, notify the Denver Fire Department by dialing 911.
4. Contact Excel Energy, Natural Gas Division at **800-895-2999** and notify them of the situation.
5. Contact the Building Management to have the odor investigated.
6. The individual who discovered the gas leak should identify him/herself to the Fire Department once they are outside the building.
7. Under no circumstances is anyone to return to the building for any reason until the "all clear" is given by the Fire Department.

## **HAZARDOUS MATERIAL LEAK** **ENVIRONMENTAL EMERGENCY**

When approaching or witnessing any chemical spill in the building, and/or parking garage, and quickly evacuate the affected area and call the building management office at (303) 534-6611 or the Security desk at (720) 932-9510.

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

The Denver Fire Department and Building Management will make a decision regarding how to proceed once all the facts have been received. Only when the environmental hazard is removed will the affected areas of the building be allowed to be re-occupied.

## Emergency Drills

**Per NFPA 101, Section 39.7.1, “In any business occupancy building occupied by more than 500 persons or more than 100 persons above or below the street level, employees and supervisory personnel shall be periodically instructed in accordance with Section 4.7, of the Life Safety Code shall hold drills periodically where practicable.”**

Emergency egress and relocation drills conforming to the provisions of the *National Fire Protection Association Pamphlet #101, Life Safety Code, Section 4.7, and section 13.7.6. International Fire Code, Sections 404 through section 406*, shall be conducted as specified by the provisions for the specific occupancy type or by appropriate action of the authority having jurisdiction. Drills shall be planned in cooperation with the local authorities.

Emergency egress and relocation drills, where required by the National Fire Protection Association or the authority having jurisdiction shall be held with sufficient frequency to familiarize occupants with the drill procedures and to establish conducting of the drill as a matter of routine. Drills shall include suitable procedures to ensure that all persons' subject to the drill participate.

Responsibility for the planning and conducting of the drill shall be assigned only to competent persons qualified to exercise leadership.

In conducting the drills, emphasis shall be placed on orderly evacuation rather than speed.

Drills shall be held at expected and unexpected times, as well as under varying conditions to simulate the usual conditions that can occur in actual emergencies.

Drill participants shall relocate to a predetermined location and will remain at such location until a recall or dismissal signal is given.

Fire drills shall be conducted in a manner that provides for the implementation of procedures set forth in the Emergency Action Plan. In addition, fire drills shall include a review of the emergency plan and implementation of assigned employee duties.

**When fire drills are conducted, all persons who are subject to the fire drill requirements shall participate in the drill. Non-participants are subject to receive a summons that will require them to appear in court, where a fine of up to \$999.00 and/or imprisonment of up to 1 year may be imposed.**

Records shall be kept of the drill dates, who conducted the drill, and the results of that drill.

The Denver Fire Department strongly encourages all business owners to perform emergency evacuation drills each quarter or when a large tenant/employee turnover has occurred.

Emergency evacuation drills improve occupant safety, and the Denver Fire Department has a great appreciation for firms conducting these drills—something we encourage every property manager to consider. Building occupants who are regularly involved in such drills are more apt to act appropriately in an actual emergency. In fact, fire experience across the nation has shown that occupants who are familiar with their building's exits and safety equipment perform better during emergencies than those who are not.

The Denver Fire Department's Fire Prevention Bureau will assist business owners in conducting emergency evacuation drills. Assistance can be rendered in areas such as:

- Emergency Action Plan review
- Building pre-evacuation conference and walkthrough
- All aspects of preparation for emergency drills
- Supplying Fire Department personnel
- Administration of the emergency drill
- Providing a report with drill results and suggestions for correction of deficiencies.



## QUICK ACTION DOCUMENT

If a **FIRE or MEDICAL EMERGENCY** occurs, contact 911

When contacting 911 be prepared to provide the following information:

- a. Your name
- b. Type of emergency (Fire, Medical Emergency)
- c. Building address
- d. Your location within the building (Floor #, Parking Garage, Warehouse)

**Do not hang up until 911 operator requests that you do so.**

Provide Building Management with the same information given to the 911 operator.

If a **FIRE** is found:

- a. Close all doors to the fire area
- b. Alert others to evacuate.
- c. Pull the fire alarm
- d. Call 911 from a safe area after relocation

IF an **EVACUATION/RELOCATION** is necessary:

- a. Leave affected floors immediately
- b. Use stairways only to exit, staying to the right
- c. DO NOT TAKE FOOD, DRINKS OR LARGE ITEMS INTO THE STAIRWELL
- d. Proceed to the evacuation/relocation assembly point 300 feet away from building.
- e. Do not return until the Fire Department gives the "all clear" signal.

If a **TORNADO** warning is posted:

- a. Immediately move from the perimeter of the building
- b. Close all office doors
- c. Move to the center of the building (bathrooms or stairways)
- d. Stay inside the building

If an **EARTHQUAKE** occurs:

- a. Stay calm
- b. Seek shelter
- c. Prepare for after shocks

If a **NATURAL GAS LEAK** is detected:

- a. Leave the area immediately; do not turn anything on or off
- b. From a safe area, call 911 to report a leak
- c. From a safe area, call building management.
- d. Do not re-enter until an "All Clear" signal is given by the Fire Department

If an **ENVIRONMENTAL EMERGENCY** occurs:

- a. Isolate (product) and insulate (protect) yourself and others
- b. Call 911 from safe area
- c. Call building management from a safe area

If a **FLOODING** situation occurs:

- a. Do not touch electrical equipment
- b. Move to a safe area
- c. Call building management
- d. Contact 911 if necessary

If a **BOMB THREAT** is received:

- a. Fill out the Bomb Threat Checklist
- b. Notify building management
- c. Each company/individual decides to evacuate—or not.
- d. Make sure your office is clear of unknown bags, etc. as you leave.