

FILLMORE PLACE EMERGENCY PROCEDURES

Updated October 2013

Fillmore Place
Management Office (303) 388-3506
Security Office (720) 313-1713

Emergencies and disasters can strike any building, at any time, with or without warning. Being prepared for an emergency can minimize the impact on the building, its occupants and contents.

This handbook has been prepared to assist you with the two most critical goals in any emergency; protecting lives and preserving property. Controlling panic is critical in achieving these goals.

During a crisis, the leaders of your emergency team provide assurance. They are trained to give information and instruction calmly, to address rumors immediately, and to identify and prevent troublemakers from spreading misinformation. They suggest positive action by suggesting what to do rather than what not to do. They keep people informed of what is expected of them in an emergency. Assigning strong, competent leaders keeps panic at a minimum.

The final decisions and actions during an emergency are yours. Being familiar with your surroundings and this plan will aid you in knowing what to do in an emergency situation. It will also help you keep those around you calm, maintain control of your personnel and environment, and make informed decisions.

Please keep this guide handy, as well as the pocket guides that will be provided for your staff. If an emergency strikes, your understanding of the plan and your cooperation with authorized personnel could make all the difference.

The Building Address is: 100 Fillmore/158 Fillmore/One Fillmore (2955 E 1st Avenue)
Denver, Colorado 80206

My Suite Number is: _____

My Office Manager is: _____

My Floor Wardens are: _____

GENERAL INFORMATION

Management Office

The Property Management Office is located at 3033 E. 1st Avenue, Suite 201 Denver, Colorado 80206. Our office hours are Monday - Friday, 7:30 a.m. until 5:00 p.m.

Important Phone Numbers

We have compiled a list of phone numbers you may find helpful in your day to day operations or in the event of an emergency. Please note that these numbers may change periodically. Updates will be provided as we are notified.

Building Management Office	303-388-3506
- Fax	303-388-3508
Building Parking Office	303-399-3003
Building Security (after hours)	720-313-1713
Qwest Communications	1-800-603-6000
Xcel Energy	1-800-481-4700
Police Dispatch, non-emergency	720-913-2000
Police Dispatch, emergency	911
Neighborhood Police Officer (voice-mail)	303-698-3333
Neighborhood Police Officer (cell phone)	303-754-7813

BUILDING LIFE SAFETY SYSTEMS

OVERVIEW

158 Fillmore Place was completed in 1958. 100 Fillmore Place was completed in 1982. The buildings have a modern life safety systems constructed in accordance with the most recent fire code requirements. Construction consists of precast concrete frame and wall panels, with concrete floors. The building is fully sprinkled and the system is monitored 24 hours a day, 7 days a week.

ALARM EQUIPMENT

These buildings are equipped with automated early warning fire detection systems which transmit a signal to the Fire Command Center, located in each main building lobby. The master control panel graphically displays the location of the alarm. The alarm monitoring company is automatically notified, regardless of the type of alarm (fire, smoke, or simply trouble with the line). The Denver Fire Department is dispatched

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within 2 minutes, and building personnel are contacted. The main fire panel, LED annunciator, and graphic map are located in the west lobby of both 100 and 158 Buildings.

1. Smoke detectors are located at each elevator lobby and throughout most tenant areas (as required by code). Smoke and heat detectors are also located in the electrical equipment rooms on each floor.
2. Each floor has fire suppression sprinkler heads that are automatically activated by heat or flame, and also transmit an alarm to the building Fire Command Center and the alarm monitoring company. Each sprinkler head, when activated, provides water to a radius of 225 square feet at a rate of 100 gallons per minute.
3. Manual fire pull stations are located at all exit stairwells and/or elevator lobbies within the buildings. Activating these pull stations will not only notify the Fire Command Center and the alarm monitoring company, but will also sound an audible alarm.
4. Strobe lights and horns are located in some tenant spaces.
5. Upon actual alarm, all elevators will recall to the first floor unless the first floor is the affected area, then the elevators will automatically recall to an alternate floor.

Please keep in mind that the amount and location of equipment may be different from floor to floor, or in the various tenant areas. Please take time to familiarize yourself with the equipment on your floor and your exit path from the building.

FIRE PROTECTION EQUIPMENT

The building fire protection equipment is accessible to the Denver Fire Department, as well as to building personnel and occupants.

1. Fire standpipes are found near the North and South stairwells and are clearly labeled **Fire Valve and/or Extinguisher**. These standpipes provide water to the firefighters
2. Fire extinguishers are located near the North and South stairwells and are clearly labeled **Fire Valve and/or Extinguisher**. Other extinguishers are located throughout tenant spaces. If the fire is small and users are **properly trained**, these extinguishers can be used by building occupants and personnel. Keep in mind the building is only responsible for the maintenance and upkeep of the extinguishers in the common areas. Extinguishers in tenant suites should be inspected on an annual basis and recharged or replaced periodically.

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3. Fire pumps and sprinkler control valves are located in the pump room on the northeast side of the lower level of the 100 Building and the northwest corner of the lower level of the 158 Building. Sectional valves are located on each floor in the South stairwell exit above the ceiling in the 100 Building and the North mechanical room or ceiling area north of elevator in the 158 Building.

STAIRWELL FIRE SAFETY

Please note that while stairwells are the safest mode of egress from the building in the event of this type of emergency, they are fire rated only for 2 hours, and not intended for long-term occupancy.

FIRE COMMUNICATIONS

Clear communication with tenants and emergency personnel is vital during a fire or smoke emergency. Please be aware of the following methods of communication.

1. Strobes and audible horns will be activated throughout the building, regardless of location of the fire. The audible alarm will also sound in the building lobby.

EMERGENCY LIGHTING

The building is equipped with a battery backup for all emergency lighting, exit lights and fire alarm system. This battery will last up to 90 minutes.

EMERGENCY MANAGEMENT TEAM

The following positions are necessary to carry out the emergency evacuation plan for this building.

Position	Responsibility
Drill Coordinator WHITE HAT	Plans, conducts, and evaluates emergency drills. This person is typically the onsite Property Manager, or a designated responsible party. <i>Drill Coordinator stands in pre-arranged area (shown below). All Floor Wardens should report to the Drill Coordinator in this area.</i>
Fire Warden ORANGE VEST	Individual from the Building Management Staff, typically the Building Engineer, whose primary responsibility is to move to the ground floor to meet with the Fire Department and man the Fire Command Center. <i>Reports to DRILL COORDINATOR WHEN THE BLDG IS SAFE TO RE-ENTER.</i>
Floor Warden ORANGE HAT	Individual assigned to coordinate emergency evacuations of a specific floor or area, and to ensure that all occupants have evacuated that area. Responsible for verifying the evacuation of <u>all</u> spaces, including rest rooms. Assists in confirming employees are not taking drinks or large bags into the stairwells.
Suite Warden RED HAT	Individual assigned to monitor people in his/her work area and be responsible for their safe evacuation from the suite in an emergency. The Suite Warden should be assigned to every 20 people. This person is responsible to make sure all doors are <i>closed but not locked.</i> <i>Reports to Floor Warden IN ORANGE HAT when the suite is evacuated.</i>
Runner	RUNNER/COMMUNICATOR - assigned to the command post or assembly areas. Responsible for communication between assembly points and the command post. <i>Reports to DRILL COORDINATOR.</i>
Aide to Employees with Mobility Impairment ("buddy") YELLOW HAT	Employee assigned to assist occupants with mobility impairments during emergencies and drills. Reports to Floor Warden and Suite Warden.
Stairwell Monitor ORANGE HAT	Individual assigned to monitor the use of the stairway on a specific floor during an emergency evacuation. This person confirms that employees do not take drinks or large bags in the stairwells.
Drill Evaluator	Individual assigned to monitor occupant actions during the drill and report their findings to the drill coordinator at the completion of the drill.

Each company must pick a company meeting area that is at least 300 feet away from the building.

100 Fillmore's Drill Coordinator – in the white hat - stands at the Starbucks at the north east corner of 2nd Avenue and Fillmore.

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EMERGENCY MANAGEMENT TEAM

The following positions are those deemed necessary to carry out the emergency evacuation plan. Their duties are defined based on their level of participation and responsibilities during an emergency event.

Drill Coordinator

The Drill Coordinator works with the Fire Department to develop this plan. This individual, typically the Property Manager, is responsible for the development, implementation and supervision of the plan, as well as any training necessary for the other members of the Emergency Management Team. The Drill Coordinator communicates information to the building occupants as it is received from the Fire Department. The Drill Coordinator organizes fire drills, and is responsible for the documentation, recovery and public relations aspects of any emergency event. During an emergency event, a white can identify the Fire Safety Director.

Fire Warden

The Fire Warden is an individual from the Building Management staff, typically the Building Engineers, whose primary responsibility is to move immediately to the ground floor of the building when an alarm sounds or an evacuation order is given. This person meets the Fire Department as they arrive, and assists as directed. This individual will also be responsible for manning the Fire Command Center. It is the responsibility of the Fire Warden to notify the Fire Safety Director of the status of the emergency or evacuation. During an emergency event, an orange vest will identify the Fire Warden.

Alternate Fire Warden

The Alternate Fire Warden will serve as either an assistant or a substitute for the Fire Warden, and will have all of the same duties as assigned. The Alternate Fire Warden can also be identified by an orange vest.

Suite Warden

Suite Warden positions are filled by building occupants. The Suite Warden is responsible for clearing out all occupants from the suite and communicating with the Floor Warden. The Suite Wardens should be familiar with the building floor plans, function and location of the life safety equipment, and are responsible for insuring all suite doors are closed. Suite Warden's can be identified by a red hat.

Alternate Suite Warden

The Alternate Suite Warden will serve as either an assistant or a substitute for the Suite Warden, and will have all of the same duties as assigned.

Floor Warden

In the event of an emergency, the Floor Warden performs an inspection of the floor, including tenant areas, restroom and other common areas, to insure they are clear. Also, they insure that tenants are not getting on the elevators or entering the stairwells with large bags or drinks.

Alternate Floor Warden

The Alternate Floor Warden will serve as either an assistant or a substitute for the Floor Warden, and will have all of the same duties as assigned.

Runner

Responsible for communication between the Drill Coordinator and the personnel of their company.

Stairway Monitor

Responsible for an assigned exit and to assist in the orderly evacuation of personnel. Insures that all personnel are not entering the stairwell with large bags or drinks.

Special Needs Assistant

The Special Needs Assistant is assigned to any individual whose physical condition may prohibit them from exiting the building on their own or from following the evacuation plan. These individuals may include, but are not limited to:

- Sight Impaired
- Hearing Impaired
- Speech Impaired
- Mobility Impaired
- Learning Disabled
- Asthmatic

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Pregnancy in the Third Trimester

Persons for whom the above conditions apply should be provided with a Special Needs Assistant, and an alternate, who will have the responsibility of assisting the individual with an evacuation. The Special Needs Assistant should be familiar with various lift or carry techniques (use the technique preferred by the special needs individual) so that the individual can be safely and efficiently transported to the refuge area. If assistance is needed completing the evacuation, it is the responsibility of the Special Needs Assistant and/or the Safety Officer to remain with the individual until help arrives.

It is the responsibility of each tenant to provide a written list of persons in these categories to the Suite or Floor Warden, as well as the Safety Officer. Suite/Floor Warden's should communicate this information to the Fire Safety Director, who will keep an up to date list in the Property Management Office.

Tenant Responsibility

Each tenant should establish an emergency team based on the positions described above. Suite/Floor Wardens, Stairwell Monitors and Runners will serve as the point of contact between Property Management and the tenant's employees, and should insure that each employee is aware of all emergency procedures and plans. The members of the tenant team will depend on the size of your office and the number of people employed in that office. A Suite Warden should be assigned to every 20 people. Organization of this team is the responsibility of the tenant.

Please remember that the Property Management staff may not be in the building during an after hours or weekend emergency. While we will respond quickly from off site, it is the responsibility of each tenant to educate their employees on evacuation procedures, and to have an alternate plan in place in the absence of instruction from the Emergency Management Team.

SPECIFIC EMERGENCIES AND SECURITY THREATS

To effectively implement an emergency plan, it is important to identify the types of emergencies that may occur in your area. This section has outlined a number of fire, medical and natural disaster emergencies, as well as security threats to the building or personnel.

GENERAL BUILDING EVACUATION

General evacuation from the building may be necessary for a variety of reasons. Knowing your location in relationship to the building stairwells is key to the success of any evacuation plan. When a fire alarm signal sounds, the occupants of four floors — the floor on which the alarm occurs, and the adjacent floors above and below, as well as the first floor — must evacuate the building immediately. General evacuation from the building should be accomplished as follows:

- Evacuation should be handled quietly. Excessive noise or conversation could prevent you from hearing important information and instructions over the public address system.
- Stay to the right side of the corridor and proceed to the closest stairwell. Exit quickly, but without running.
- Once in the stairwell, remain on the right side as you descend. Emergency or building personnel may be using the left side of the stairs to enter the building.
- **EXIT THE BUILDING AT THE FIRST FLOOR.** Stairwell doors are clearly marked from the inside.
- Once outside move quickly to the designated assembly area. Remember to avoid emergency personnel attempting to enter the building.
- Locate your Floor/Suite Warden so that you may be accounted for. Please do this prior to leaving the premises. A post evacuation search of the building will be completed and knowing what occupants are unaccounted for is critical in completing this search.
- Stay in the assembly area unless asked to move by a member of the emergency team or the fire department. Once the building is considered safe for reentry, an announcement will be made by the emergency team that the building is "All Clear."

Please note that these guidelines are general and may be modified, depending on the nature of the emergency.

FIRE EMERGENCY

1. If you see or smell smoke, close the door to the fire area to isolate the fire. Do not break windows. An open window will cause the fire to spread faster and falling glass may injure those below.
2. Pull the manual alarm at the pull station. There is one located near each of the stairwells on each floor of the building.
3. Call 911 from a safe area to verify that the Denver Fire Department has received the alarm. Identify yourself, your location (3033 E. 1st Avenue or 3030 E. 2nd Avenue) and the specific location of the fire.
4. Evacuate the building.
 - Close but don't lock the door to your office as you leave and exit single file.
 - Use the stairwell closest to your location at the time of the fire.
 - Keep conversation to a minimum so you may hear instructions from emergency personnel.
 - If smoke is heavy, stay low to the floor, crawling if necessary. Breathe through your clothing. Take short breaths.
 - If your clothing catches fire, STOP, DROP and ROLL. Running will fan the flame and spread the fire.
 - Stay to the right when exiting down the stairs, leaving the left for emergency personnel.
 - If possible, assist disabled or injured persons to the stairwell landing.
 - Do not attempt to go back into the building until you are notified that it is ALL CLEAR.
5. Once you are outside, proceed to the assembly area. Contact the property management office if they are not already on site. Convey any information given to, or received from the fire department.

PORTABLE FIRE EXTINGUISHERS

Fire extinguishers are located near the east and west stairwells on all floors of the building. Fire extinguishers are also located near stairwells on all floors of the parking garage. Retail tenants are responsible for providing their own extinguishers. These extinguishers are helpful when fires are small and contained. Attempt to use these devices ONLY if you have been recently trained.

If the fire is not quickly extinguished, cease efforts and evacuate the area. If the fire has been extinguished, stand by and watch for flare-ups until emergency personnel arrive.

PREVENTION AND PREPARATION

The following guidelines increase your chances of preventing a fire:

- Keep electrical equipment turned off when not in use.
- Do not store materials where they could block exit routes or building life safety systems.
- Properly store combustible materials.
- Limit use of extension cords. When absolutely necessary, use only cords listed by Underwriters Laboratory (UL).
- Do not use space heaters.
- Promptly report any problems with electrical equipment, frayed cords or strong odors.
- Smoke only in the designated smoking area of the building. Extinguish all smoking materials completely.

BOMB THREAT

Every employee who is in a position to receive calls from the outside should be familiar with these procedures. Employees should also keep a copy of the Bomb Threat Checklist near their telephone.

When receiving a telephone threat:

- Follow the questions listed on the Bomb Threat Checklist
- Keep the caller on the line as long as possible, signaling others to call 911 immediately
- Inform the caller that the building is occupied and that the detonation of a bomb could result in death or injury to innocent people
- Pay particular attention to the caller's voice, quality, accents, and background noises.
- If no one has done so, call 911 immediately after the call ends. State, "I have received a bomb threat" then identify yourself, your address and your company. The fire or police department will make the decision to evacuate - ask them for instruction.
- Contact the property management office and relay all communications you have had with the fire or police department.
- Do not contact the media. The property management office will furnish accurate information to the news media at the appropriate time.

When receiving a hand written threat:

- Avoid physical handling of the written threat. The document will be used by the investigative authorities for fingerprints, postmarks, handwriting, typewriting etc. Save the envelope.
- Call 911 immediately. Give them the details about the threat; identify yourself, your address and your company. The fire or police department will make the decision to evacuate - ask them for instruction.
- Contact the property management office and relay all communications you have had with the fire or police department.
- Again, do not contact the media. The property management office will furnish accurate information to the news media at the appropriate time.

When you see a suspicious package:

- Do not touch or move the suspected package.
- Call 911 immediately and inform them of your findings, the address and location. The fire or police department will make the decision to evacuate - ask them for instruction.
- Create a clear area of at least 300 feet on all sides, above and below the suspected package.
- Contact the property management office and relay all communications you have had with the fire or police department.
- Again, do not contact the media. The property management office will furnish accurate information to the news media at the appropriate time.

Listed below is a list of unique traits common to mail bombs that the ATF (Alcohol, Tobacco and Firearms) has established:

- Letter feels rigid, uneven or bulkier than usual
- Oil stains on the wrapper
- Excessive postage, no postage, or non-canceled postage
- No return address
- Unusual endorsements such as "Personal" or Private
- Inaccurate spelling of names or use of titles
- Mailing emits an odor
- Mailing appears to be disassembled or re-glued
- Handwriting is distorted, foreign, or label is cut and paste.
- Protruding wires, foil or string
- Wrapping is excessive or exhibits signs of previous use such as traces of glue, old labels or tape.
- Unprofessional wrapped parcel endorsed "Fragile - Handle With Care" or "Rush - Do Not Delay"
- Foreign, air mail or special delivery to a recipient who doesn't normally receive such parcels
- Package is buzzing, ticking or sloshing

Please utilize the ATF's Bomb Threat Checklist on the next page. This page may be reproduced so that each of your employees has a copy.

ATF BOMB THREAT CHECKLIST

Exact Time of Call: _____

Exact Words of Caller: _____

QUESTIONS TO ASK

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Identify the caller's voice (circle)

- | | | | | | |
|----------------------------|--------|----------|-----------|---------|----------|
| Calm | Slow | Crying | Slurred | Stutter | Deep |
| Loud | Broken | Giggling | Angry | Rapid | Stressed |
| Nasal | Lisp | Excited | Disguised | Sincere | Squeaky |
| Normal Accent (type) _____ | | | | | |

If the voice is familiar, whom did it sound like? _____

Were there any background noises? _____

Remarks: _____

Person receiving call: _____

Telephone number call received at: _____ Date: _____

Report call immediately to 911 and the Property Management Office at (303) 388-3506

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MEDICAL EMERGENCIES

Employees or visitors to your suite may become ill or injured from a variety of sources. The most effective response is to dial 911 so that the proper authorities may be dispatched. When doing so, the following information should be give to the dispatcher:

- Building Name
- Building Address
- Cross Streets (1st Avenue between Milwaukee & Fillmore)
- Where in the building is the victim located?
- What is the nature of the emergency?
- Is the individual conscious?
- Is the individual breathing?

Contact the property management office immediately after calling 911, or have another individual do so simultaneously. This will allow us to meet the emergency response team and have an elevator ready for their use.

Never attempt to move or assist an injured person unless you have had the proper training, or if the injured person is in danger of further or more severe injury.

Although the types of possible injuries and treatments are too great to list in this type of publication, knowing proper procedures for some of the more common medical emergencies could save lives. Contact the local Red Cross office for more specific information and training for your employees. However, recent developments in the treatment of heart attack victims could save additional lives, and those developments are worth mentioning.

Heart Attacks

The American Heart Association estimates that 350,000 individuals per year experience sudden cardiac arrest, and that less than 5% of those victims survive. Notification of emergency services as directed above is essential in the victim's chance of survival.

The second important link in increasing the chances of survival is identifying those individuals who have been trained in CPR. Early administration of CPR increases the chances of survival. All members of the property management team have been trained in CPR, but maintaining a list of trained individuals within your office insures a faster response.

The third link is early defibrillation administered with an Automated External Defibrillator, or AED. While the jury is still out on potential liability issues surrounding the use of these devices, they are required on airlines and in airports, and are widely used in shopping malls and other places where large crowd gather. At this time, the American National Bank Building does not own or administer one of these devices, but strongly suggests that your office manager investigate the feasibility of purchasing an AED. The cost is around \$2,800 per unit, the training is widely available, and different units are available to reflect the needs of your office. You can contact the American Heart Association at 1-800-AHA-USA1 for more information.

POWER FAILURE

Interruption of electrical service to a building is typically the result of a weather-related emergency or power transmission problems from the supplier.

Advance notice from the utility supplier of a power shut down (due to excessive demand or repair) allows the building to prepare by shutting down critical building systems to prevent damage. When advance notice is provided, tenants should be prepared to shut down computer and supplemental cooling systems. If there is no advance notice, equipment should still be shut down until after power is restored. Turning off equipment helps to reduce the initial load when power is restored.

An emergency power generator is located in the lower level of the office building. In the event of a loss of power to the building, power transfer to the generator is completed within 60 seconds to the following areas:

- Emergency Lighting
- Stairwell lighting and pressurization
- Exit lights
- United Corridor Lighting
- Tenant Suites (Emergency lights only)
- Fire Alarm System
- Elevators
- Fire Pump
- Supply and Exhaust Air Fans
- Exit Lighting on 2nd Floor, North, and 1st Floor, Northwest and Southeast
- Selected Tenant Data Centers

Building power could fail for a number of reasons. While problems with weather or the utility provider are out of the control of building management, we will do our best to keep you informed as to when power will be returned.

In the event the power outage lasts for an extended period, building management may make the decision to evacuate the building for the safety of the occupants. In this event, please follow the standard evacuation procedures located at the beginning of this section.

In the event of an outage, it may take up to one hour to return the building HVAC system to its full operation. If the outage is for an extended period, it could take up to 24 hours for the building to return to a comfortable temperature. The decision to return or remain in the building is up to the individual tenants.

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ELEVATOR EMERGENCIES

The American National Bank Building elevators are maintained in accordance with federally established safety standards. These elevators are equipped with a variety of features that ensure safety of passengers during normal operations and malfunctions of the equipment. Each elevator has an emergency telephone that automatically dials the appropriate authorities. In the unlikely event of an elevator failure, please follow the instructions below:

- Please press the call button to hear the dial tone and auto dialer contact the elevator maintenance company
- Give the dispatcher your elevator location (located on the cab wall above the telephone) including building name, address and cab location (i.e. southwest cab). The dispatcher should stay on the line with you until help arrives.
- Press the button marked "ALARM" to alert those on the outside of your presence.
- Do not attempt to force open the cab doors.
- If the doors open, but the car is between floors, do not attempt to exit.
- Remain calm
- If you observe the malfunction from the outside, do not get on the elevator. Please notify the property management office immediately.

Our agreement with our elevator contractor allows for a 30-minute response time to elevator entrapment, unless the party is injured. If the dispatcher informs you that the response will be longer than 30 minutes, or if you or someone in the elevator is injured, the dispatcher should be instructed to dial 911 and contact the fire department.

Elevator Emergency Requiring Fire Department Assistance

During an elevator emergency, 911 should only be called if the persons inside are trapped, as defined by the Denver Fire Department. The Denver Fire Department defines the word "trapped" as used in the UFC Denver Amendments, Section 206-E. A situation involving one or more of the following would warrant a call to 911:

- The ability to communicate with the person(s) is lost
- The person(s) request that 911 be called
- There is a medical emergency (panic included)
- There is an environmental emergency (fire, chemical, bomb threat, etc.)
- Wall has to be breached or person(s) must be removed by any means other than normal passenger exit door or under their own power
- Building management personnel, Engineering, Security, etc. deem it necessary to call 911

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- The responding elevator company or mechanic deems it necessary to call 911

WEATHER RELATED EMERGENCIES

Tornado Emergencies

Although tornado sightings are rare in the Metro area, they do occur. The National Weather Service identifies two types of advisories:

Tornado Watch - A tornado watch generally means that severe thunderstorms are present in the area, and that the weather conditions are conducive to tornadoes. If a tornado watch is issued for the area, keep a radio or television tuned to a local channel to receive additional information. In addition, keep your eyes on the sky. Your sighting of a funnel-shaped cloud may be the first and only warning you receive. Call 911 immediately if you see a tornado.

Tornado Warning - A tornado warning means that a tornado has been sighted in the area. Should time allow, building management will use the building public address system to notify you of this advisory. Public warning will be accomplished by radio, television, or by a five-minute steady blast of the Civil Defense warning system.

In the event of a tornado warning:

- Move away from the perimeter of the building and exterior glass. If your office is on the perimeter, leave it immediately and close the door behind you.
- Go to the center of the building; the main corridor of your floor, the elevator lobby or the stairwells.
- Sit down and protect yourself by putting your head as close to your lap as possible, or kneel, protecting your head. Danger may be greater on the outside of the building due to falling glass.
- If you are trapped in an exterior office, seek protection under a desk.
- Do not go to the lobby of the building or to any exit until you are instructed to do so by building or emergency personnel.
- Do not use the telephone - this only ties up circuits and may prevent emergency personnel from communicating with others.
- Do not go to the window.

Winter Storms

Strong winter storms can potentially impact the building through unusually low temperatures, excessive amounts of snow or power failure. In addition, sudden storms

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often wreak havoc on traffic. The National Weather Service issues advisories in a similar manner to those issued for tornadoes, with two additions; Blizzard Warning and Severe Blizzard Warnings.

The building management team will monitor weather reports and updates, and make every attempt to keep you informed. However, each tenant is advised to monitor these reports on their own. Decisions regarding office closures should be made on a case by case basis, and will not be made by building management.

In the event building systems are shut down, or there is a power failure related to a winter storm, the emergency generator will continue to operate the life safety systems, building ventilation, the elevators and select light fixtures throughout the building. Building management will communicate information to your offices as it is available. Occupants who become stranded in the building will be assisted whenever possible, and it is recommended that your office stock the following items for just such an emergency:

- First Aid Kit
- Flashlights
- Battery Powered Radio
- Spare Batteries
- Blankets
- Non-Perishable Food Items
- Water

High Winds

High wind watches and warnings are typically issued in conjunction with other storm activity. Public warning will come over radio or television or by building management when possible.

In the event of a high wind warning:

- Pull all blinds closed
- Move away from exterior windows and skylights into the interior of the building, for example, the building corridor, an interior closet or restroom
- Do not leave the building until the high wind warning has been eliminated
- Report any broken glass to building management

Floods

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Floods occur due to weather conditions, water mains rupturing, storm drains backing up, or frozen pipes bursting.

In the event of a flood:

- Contact the building management office immediately. On-site personnel may be able to mitigate the damages before they become significant.
- Do not touch any electrical equipment. Water and electricity do not mix.
- Cover furniture and equipment when possible to protect from water coming from above.
- Unplug any electrical equipment that has not come in contact with the water, or move it to a higher location if possible.
- Move to a safe, dry area. Standing in water that has been electrically charged is dangerous and could be fatal.
- If you are outside, do not attempt to walk through water to cross streets to get to another location. Water could be deeper than you think, could be moving fast, or the ground or structure below could have been damaged.
- If the flood is significant, move to an upper floor of the building or parking structure, through the stairwells.

Disaster recovery teams will address significant water damage. Insurance adjusters will be on-site after the event to assess damage to the building, its equipment, and the property of the tenants.

Earthquakes

Unlike other weather-related emergencies, there is typically no warning when an earthquake strikes. During an earthquake, the ground may shake for just a few seconds or for as long as a minute. Below are some precautions to take during and after an earthquake.

During an Earthquake

- Remain Calm and reassure others when possible
- Remain in the building. Do not rush for the exits. Falling debris such as glass building materials and power lines is responsible for most injuries outside the building.
- Take shelter under a sturdy desk, conference room table or in the doorjamb of a load bearing or corridor wall. If these areas are not available lay flat on the ground alongside an interior partition.

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- Be prepared for noise. Building materials shifting, objects falling, glass breaking and alarms sounding will create a great deal of noise making communication difficult. The sprinkler system may activate.

After an Earthquake

- Don't be surprised if there are multiple aftershocks. Although the aftershocks aren't usually the same magnitude as the initial earthquake, they can still be unsettling and cause additional damage.
- Attempt to help those who need assistance, administering first aid where applicable. If telephone service is still available, contact 911 to request help for the seriously injured.
- Do not use the telephone unless it is to contact emergency services. This simply ties up circuits, preventing people who truly need assistance from receiving it quickly,
- Assess your area. There may be considerable damage, fires, and fire hazards. If it is safe to do so, attempt to extinguish fires.
- Remain in the building and allow building or emergency personnel to assess the damage. The situation outside or on your path to the outside may be worse. Use extreme caution when moving about, as there may be structural damage that isn't visible. If you must leave the building, follow the evacuation plan at the beginning of this section.

NATURAL GAS LEAK

Heat and hot water for The American National Bank Building are provided by natural gas. Although naturally odorless and colorless, an odor, similar to that of rotten trash or eggs has been added to this gas to alert you of its presence.

If you smell natural gas:

- Immediately evacuate the area
- Do not use telephones, cellular or otherwise
- Do not use any electrical apparatus, including the elevators.
- Do not turn lights or equipment on or off
- DO NOT SMOKE

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- Once you have evacuated and are in a safe area (where you can no longer smell the odor), contact property management or Xcel Energy.

HAZARDOUS MATERIALS

Hazardous materials pose a threat to life health, property or the environment. They may be flammable, radioactive, combustible, explosive, toxic, noxious, corrosives or irritants.

The response to the release of a hazardous substance into the exterior environment also depends on the substance, and governmental authorities will direct this response. Evacuation will be handled in accordance with the standard evacuation plan located at the end of this section. Should authorities decide that the safest course of action is to instruct you to remain in the building, we may be directed to close and seal doors, vents or cracks in the building. The ventilation system may need to be modified to change the percentage of outside air circulating into the building, or this system may need to be turned off. The building management team will closely follow the orders of responding authorities.

The building has taken steps to eliminate or secure any hazardous materials used in the operation of the building. We are required to maintain lists of these materials, including procedures on handling, using and responding to incidents involving these materials.

Should a hazardous substance be released in the building environment, response by building management largely depends on identifying the substance. The action taken could range from a simple clean up, to evacuating and sealing the area. Specific questions regarding substance in use should be addressed directly with building management. Substances used in your operation of business should be identified and handled in the same manner. Information regarding these substances should be provided to the building management team.

AIRPLANE COLLISIONS

Recent historical events have made us all aware that the possibility of an airplane colliding with the building exists. An event such as this could include fire, flood, explosion, structural damage, and injuries or fatalities.

One additional concern with this type of emergency is the presence of large amounts of fuel. If released, the fuel will travel quickly through the building shafts, stairwells and elevators. Depending on the location of the collision, the standard evacuation plan may need to be abandoned in favor of a plan that takes building occupants to the exit routes farthest from the collision site. Multiple floors, or the entire building may need to evacuate and emergency team members may direct you without waiting for direction from building management or from responding emergency authorities. Being familiar with all building exits will allow you to respond quickly if asked to be evacuated through a different route or to an alternate location.

TERRORISM

In general, an act of terrorism could result in an emergency of almost any variety. Buildings, businesses or individuals may be targeted, usually without warning. Experts from metro area bomb squads indicate that bomb threats are usually not received for those that actually go off.

While building systems can be added, upgraded and maintained to minimize the threat or impact of terrorist acts, the best defense is an alert tenant population who is not afraid to bring the unusual or even slightly out of place to the attention of building management or authorities. The challenge to any building owner, manager or employer is to maintain the safest environment possible without effecting the operation of a business, or the rights of its employees.

Please keep in mind the following:

- Unidentified vehicles should be challenged. While this is difficult to do in an area where there is a great deal of transient traffic, simply be alert for vehicles that look as if they don't belong, or that have been parked for an unusually long period of time.
- Persons who are not employed by or have no business with occupants of the building should be identified and reported to building management or to police.
- Tenants should not allow others to use their building access cards, or provide access to those on the outside unless you are certain of their legitimacy in the building.

- Watch for people who "piggyback" on your entry into the building after hours. If you are faced with this situation and don't feel comfortable, contact the property management office, security, or the police immediately.
- Do not prop doors open. This includes building and suite doors.
- Never hesitate to contact property management to report broken doors, glass, locks, damaged signage or other items.
- Report any unusual activity, loitering or soliciting.

PERSONAL SAFETY & SECURITY

In addition to reviewing the information below regarding personal safety and security, please be sure you are familiar the policy of your employer. Many of the tenants in our building have internal policies with more specific information regarding these instances, and in some cases may be contradictory to our recommendations. In general, the best defense for each of these occurrences is to remove opportunity.

THEFT, BURGLARY & ASSULT

The majority of thefts occur between 8:30 pm and 12:30 am, with the peak time being around 10:30 pm., or at the time a business opens or closes. Less than one third of all thefts are resolved and less than 2% of burglaries (theft of property where the victim isn't present) are resolved. Less than 4% of stolen property is actually recovered, so prevention is crucial.

If you have a security system, or are a member of a neighborhood watch organization, display the information prominently at the entrance to your business. If applicable, publicize the fact that large sums of cash are not kept on the premises. Persons completing cash deposits should endeavor to look as inconspicuous as possible, i.e. don't openly display a bank deposit bag, and change your route and deposit time periodically. Office employees should keep their wallets or purses in their possession or in a locked cabinet. If possible, have more than one person available at the time your business opens or closes.

If a theft does occur, do not put up any resistance, or make any statements that could give the impression you are uncooperative. Pay attention to any physical traits of the perpetrator such as hair, eye, and skin color, accents or dialects, speech or voice patterns, etc. As soon as it is safe to do so record all of these traits as they may be helpful for an impending investigation. Contact 911 immediately after the incident.

Assault is best prevented by a heightened sense of awareness, security patrol and access control. Being familiar enough with your surrounding to know when something

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is out of place is key. Report any suspicious persons or activity to the property management office or Security Officer.

Security patrol is available on the property for your safety and security. By making contact with individuals on the property on a regular and consistent basis, our Security Officer is sending a message that we know who does and does not belong on the property. Although this may at times be an inconvenience to visitors or vendors, it is for the benefit of the occupants and the building.

Access to the building is restricted for the same reasons. The building is secured in accordance with the terms and conditions of the lease agreements in place, but also with the safety of the building and its occupants in mind. Your assistance in insuring that building doors remain closed and locked during non-building hours helps us to achieve this goal. Propping doors open to allow after hours access is strictly prohibited. Have your after hours visitors contact you prior to their arrival, and wait for them in the lobby. Special arrangements can also be made for a member of the security patrol to guard the entrance if there will be excessive traffic in and out, as in the case of a building move or delivery.

VANDALISM

Vandalism generally occurs as a part of a prank, or by someone who is attempting to get revenge on an individual or an organization. Security patrol and access control are in place to deter this type of activity. Contact the property management office to report any persons loitering, or who simply don't appear to belong.

Report disgruntled customers or employees to property management as soon as possible. Security can be notified and given a description of anyone you feel may create problems. In some cases we may recommend (or your company policy may dictate) that you report the incident to the police. While these steps don't necessarily prevent vandalism, they may decrease the likelihood if building personnel is more aware.

Report any incidences of vandalism immediately to the police and to property management.

GRAFFITI

Graffiti is becoming all too common of an occurrence. Like vandalism, graffiti may not always be prevented, but frequent security patrol and an alert tenant population cut down on the frequency. Graffiti should be reported to property management so that it

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can be removed as quickly as it is discovered. Allowing graffiti to remain encourages additional activity.

DOMESTIC AND WORKPLACE VIOLENCE

Due to the sensitive nature of this issue, building employees may be reluctant to report domestic violence to their employer. However, incidents of domestic violence at the workplace are increasing. The human resources department of your company (or for smaller companies, your immediate supervisor) should be informed of any situation you feel may turn violent. If you are uncomfortable discussing these situations with your employer, property management may be able to provide additional security or institute additional procedures that may be beneficial. Any threat of violence should be reported to your employer and to property management, to enable us to adequately provide a safe work environment for everyone.

Workplace violence has become one of the greatest concerns to corporate safety directors, according to a recent article published by Pinkerton. One thousand workplace fatalities occur annually, but assault from an individual, particularly a disgruntled employee is far more common. Tenants should have internal procedures for dealing with a terminated employee, and the property management office should be notified in the event of a possible problem. At a minimum, the following items should be considered for your plan:

- The employee should be escorted until he or she leaves the property
- Security personnel should be immediately notified of the termination and given a description of the individual
- Keys, I D badges, access cards etc. should be collected prior to the employee leaving the property
- Lock and security codes, including computer passwords should be changed immediately

LABOR DISPUTE AND CIVIL DISTURBANCE

Labor and civil demonstrations, while more typical where union contracts are involved, are not foreign to office buildings. Provided the demonstration is on public property (i.e. the public sidewalk or street) and does not effect the flow of business, authorities recommend that property owners minimize contact with the demonstrators, and simply let the demonstration happen. Should the dispute effect businesses on the property, or turn violent, local law enforcement will be contacted immediately.

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In the event of a labor dispute that we feel may negatively impact the safety of the tenants or the building, the following actions may or may not be taken:

- Exterior building doors may be secured for the safety of the building occupants.
- Security patrol may be increased.
- Building employees and personnel will be instructed to use the second level entrance to minimize contact with the demonstrators.
- Locks may be changed, and access badges for striking employees may be canceled to limit access to the property.
- Items around the perimeter of the building that may be used to cause damage could be removed.
- Employees and security may be instructed to stay inside the property lines at all times while working, and to lock their vehicles and roll up all windows while entering and exiting the property.

Any indication of civil disturbance, whether that disturbance originates in your office or in a public area, should be reported immediately to the police and the property management office. If a demonstration takes on the characteristics of a civil disturbance, the following additional action may be taken:

- Occupants may be instructed to stay inside of the building and to close all window covering.
- Exterior doors will be locked and entry prohibited during the disturbance.
- If the disturbance spreads to the interior of the building, elevators may be taken out of service, and stairwells and suite doors locked.

Please note that periodically these disturbances target one particular individual or company. If there is an on-site VIP or dignitary visiting your office during one of these disturbances, please contact the property management office for assistance.

GENERAL SAFETY TIPS

KEEP YOUR VEHICLE LOCKED AT ALL TIMES. Be aware of your surroundings and remain alert as you walk to and from the building. Know your neighbors. Not just your coworkers. Introduce yourself to the building security staff, janitorial staff and management team – these are the people that will assist you.

Keep your valuables out of site, preferably in a locked drawer or cabinet. Petty cash should be locked, and safes should be closed and locked at all times when they are not in use.

Report lost suite keys or building access cards to the management office immediately.

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Have a contingency plan for meeting with coworkers, family and friends after an emergency. Know how you will reach those close to you in the event your building is evacuated or you have a personal emergency

Keep emergency kits in your home, office and car. It is up to you as to how comprehensive these kits are, but at a minimum should include water, food, first aid supplies, food flashlight, flashlight, fire extinguishers.

Make certain those around you are aware of any special needs in the event you are unable to speak for your self, i.e., special medications, allergies, health issues. This will aid emergency response workers in the your treatment.

Keep updated inventories of property in a safe location. In the event of a loss, these will be invaluable.