

EMERGENCY PROCEDURES

IS THERE A NUMBER I CAN CALL IN CASE OF AN EMERGENCY?

You should call 911 in case of an emergency. If you need to reach out to our Community Team, you may reach us at 267-244-8166 or 215-240-8706.

WHAT ARE THE PROCEDURES IN THE EVENT OF AN EMERGENCY ALARM?

Building evacuations occur only very rarely, but they do occur. **Each CIC client company is responsible for its own evacuation.**

To summarize the building emergency procedures:

- The pre-alarm consists of flashing strobe lights and a pre-recorded voice message. These signals indicate that there may be an emergency somewhere in the building. You should pay attention to the alarm system and await further instructions. As always, though, use your judgement (if you see smoke or fire, or if your gut is simply telling you to leave, leave). Alarms vary depending on which floor you are on to prevent any potential congestion in staircases, which is required by Philadelphia fire code. Please see below for the different pre-alarm messages. Below alarm messages are

To floor of alarm, floor above, and floor below

“ATTENTION, ATTENTION. AN EMERGENCY HAS BEEN REPORTED IN THIS BUILDING. WHILE THIS REPORT IS BEING VERIFIED, PLEASE PROCEED INTO THE NEAREST FIRE EXIT STAIRWAY, AND AWAIT FURTHER INSTRUCTIONS. REMAIN IN THE FIRE EXIT STAIRWAY. DO NOT USE ELEVATORS, REPEAT, DO NOT USE ELEVATORS.”

To all other floors

“ATTENTION, ATTENTION. AN EMERGENCY HAS BEEN REPORTED IN THIS BUILDING. WHILE THIS REPORT IS BEING VERIFIED, PLEASE STANDBY FOR FURTHER INSTRUCTIONS, DO NOT ENTER THE FIRE EXIT, DO NOT USE ELEVATORS.”

- The evacuation signal is broadcast to those areas that should be evacuated. If the evacuation signal sounds on your floor, or if you are instructed to evacuate, please calmly walk to the nearest exit stairwell and leave your floor.

EVACUATION MESSAGE (PRECEDED BY ALARM SIGNAL)

“ATTENTION, ATTENTION, AN EMERGENCY HAS BEEN REPORTED IN THE THIS BUILDING, PLEASE LEAVE THE BUILDING IMMEDIATELY UTILIZING THE FIRE EXIT STAIRWAY. DO NOT USE ELEVATORS. REPEAT, DO NOT USE ELEVATORS.”

CIC is sometimes able to obtain more information about an emergency, and may relay it to you over email, but this is an alternate alerting system which you should not rely on.

In the event of an evacuation, if you cannot make it down the stairs on your own, please proceed to the freight stairwell landing, rather than waiting at your desk. CIC team members will do their best to help and to report pertinent information to the fire department, but please know that CIC team members are not trained fire safety experts. If you are simply tempted to ignore the evacuation signal and the fire department is made aware of your presence in the building, they will be compelled to enter and get you out.

Once outside, please proceed to a rendezvous point away from the building. Crowding in front of the building can create traffic for emergency responders and put you in danger in the case of falling debris. We encourage all client companies to review their own emergency procedures and have an evacuation plan in place.

WHAT ARE THE PROCEDURES FOR A DISABLED PERSON IN AN EMERGENCY?

Each company should establish a buddy system, assigning two or more individuals to assist a disabled person to the north stairwell in the event of an evacuation. These assistants should be trained on the emergency protocol so that someone is always present to assist a disabled person. Those in need of assistants as well as the assistants should be documented in your company's action plan.

If you are a disabled person and have any concerns or questions about your company's emergency action plan, please contact your company's leadership.

3675 Market Street ▪ Philadelphia, PA

Emergency Guide

SR. PROPERTY MANAGER Jeff Andrews

24/7 EMERGENCY PHONE NUMBER 215-243-2222

If you have any questions about the procedures and plans in this manual, do not hesitate to contact the Management Office at (215) 243-2222 or the CIC Community Team at helpmephilly[fl #]@cic.com.

Safety Tips:

- Never leave valuables in sight in a vehicle.
- Walk in well lit/traveled areas.
- Never leave valuables unattended or unlocked.
- Never prop doors open.
- Immediately report any suspicious activity to building management office (215) 243-2222 and the proper authorities will be notified.
- Always wear your Science Center ID card while in Science Center buildings.
- Penn Escort Service 215-898-WALK or 215-898-RIDE

Emergency Telephone Numbers

All Emergencies	911
Penn Police	(215) 573-3333
Fire Department	(215) 686-1776
Poison Control	(215) 386-2100
Management Office & After Hours Emergency	(215) 243-2222
Electric Company PECO Energy	1-800-841-4141

CIC Safety Warden - Ian Griffner (Community Lead, 617-417-7954)

CIC Persons with CPR Training - Francesca Galarus (Concierge, 267-207-6577), Laurel Williams (Concierge, 215-900-6267)

Fire Drills

- The Building Management Office conducts Fire Drills quarterly.
- All occupants of the building are required to participate in the Fire Drill. The occupants may be required to leave the building and assemble in an area designated by each Tenant Evacuation Plan.
- A written record of the drills are kept on the premises and readily available for inspection by the fire department.

Fire General Information

In an effort to reduce the risk of fire, the Science Center prohibits the use of toasters, heaters, toaster ovens, and the popping of popcorn.

Fire prevention (the awareness and correction of any fire hazard) and Preparedness (knowledge of the correct actions to follow in the event of a drill or actual fire) are of the utmost importance in reducing fire losses and death.

Tenants should stress that employees familiarize themselves with alarm stations and at least two (2) escape routes.

THE FOLLOWING PROCEDURES HAVE BEEN SUBMITTED BY THE PHILADELPHIA FIRE DEPARTMENT:

1. If you discover a fire, sound the Building's alarm. There are at least three (3) pull stations on each floor; one is located at each fire tower door.
2. When the fire alarm sounds, go to the nearest fire tower at once. **DO NOT** call the Management Office to verify the alarm. We will communicate to our tenants via the annunciator system in the fire tower. **REMEMBER:**
 - a) Close all doors behind you.
 - b) Proceed to the fire tower and remain there until given further instructions by the Fire Department/Building Management. If a fire exists on your floor, proceed to a "safe floor" at least one floor below the fire floor. Fire towers are safe areas: doors and walls are fire-rated to prevent smoke and heat from entering.
 - c) **NEVER USE AN ELEVATOR DURING A FIRE EMERGENCY! Smoke could enter the elevator shaft and create a health hazard to occupants.**
 - d) **IMPORTANT:** Feel the door that leads from your office to the corridor before opening it. If it is hot or if smoke is seeping in, **DO NOT OPEN**. Instead, keep the door shut and seal any openings.
 - e) If the door feels cool, open cautiously. Be braced to slam it shut if you feel heat pressure. If the hallway is clear, proceed to the nearest fire tower.

IF CAUGHT IN SMOKE OR HEAT: Stay low where air is better. Take short breaths (through nose) until you reach a safe area.

DISABLED PERSONNEL: A responsible person or persons (Safety Warden, Assistants and Alternates) working in the same area as the disabled individual should be designated by the Tenant to help in the event of a fire or emergency. Disabled persons should be assisted to the fire tower nearest the freight elevator, if possible, and remain on the landing of the stairway. The names and location of individuals requiring assistance should be provided to the Building Office. A listing of all such locations is kept at the Lobby Security desk. In the event of an emergency, this list is given to the Fire Department authorities.

Bomb Threats

General Information

Fortunately, the vast majority of bomb threats are false alarms. Unfortunately, it is difficult to differentiate false alarms from genuine threats. As little publicity as possible should be given to the incident, since the objective of the caller is usually to disrupt normal business functions by causing the building to be evacuated.

There are at least two reasons why bomb threats are a serious problem:

1. Serious personal injury can result if an explosive or fire-generating device is set off.
2. Valuable work time is lost during building evacuations.

The Science Center staff will endeavor to control unauthorized access to each building. The success of the preventive strategy requires full cooperation from all tenants. All suspicious individuals or situations should be reported at once to the Management Office (215) 243-2222 and Security will be notified immediately.

Procedure

1. The person who receives the bomb threat call:

- Gets as much information from the caller as possible using The Bomb Threat Checklist as a guideline.
- Dials 911 and reports the threat to the local police or fire department
- Calls the Management Office at (215) 243-2222.

If a non-descriptive general bomb threat is received (no description of bomb, no detonation time, no location, etc.), the building will remain open. The decision to evacuate is then the responsibility of each tenant. Total evacuation may be necessary when the threat is specific in nature, the call cannot be resolved as a hoax, or a suspicious object is located. If total evacuation is necessary, the Bomb Threat Notification Procedure (steps 2-8 below) will be executed.

NOTE: Two-way radios may detonate some explosive devices. Therefore, two-way radios should not be used during bomb threats.

2. The Management Office contacts all Office Managers or Tenant Contacts. The Property Manager and Office Managers confirm the need to notify company employees of the threat and to evacuate the building.

3. The Safety Warden will assume full control of their floor or space and activates the Emergency

Preparedness and Evacuation Plan.

4. Safety Wardens notify employees in a calm and deliberate manner.

- Carefully worded pre-planned statements can convey the urgency of the situation without causing panic. An appropriate statement might be, “Employees are directed to immediately cease work, gather their personal belongings and proceed to (the emergency stairtower or floor [x]). This is not a drill.”

Preventative Measures

- Conduct regular inspections in every suite for suspicious objects. Neat offices that are free from debris and boxes can make a foreign object easier to detect.
- Encourage all employees to report any suspicious persons wandering about the offices, corridors and restrooms to the Management Office at (215) 243.2222.
- Monitor all delivery people and repairmen while in your office. Do not leave your office unattended and unlocked for any reason. All drawers, cabinets, compartments, closets, etc. fitted with locks should be kept locked.
- Encourage all employees to comply with the building security access control measures.

If You Receive a Bomb Threat over the Telephone

Procedure

1. Complete Bomb Threat Checklist, if possible.
2. Call 911.
3. Inform the dispatcher that you are calling from (Your Company’s Name) at (your Science Center Building Location on Market Street) and that you have received a bomb threat. Tell the dispatcher:
 - Your name
 - Your company’s name
 - Your suite/floor number
 - Your telephone number
 - Any information from your Bomb Threat Checklist
4. Listen for instructions.
5. Call the Management Office at (215) 243-2222.
6. Wait for further instructions from your Safety Warden.

Bomb Threat Checklist

Time and Date Reported: _____ How Reported: _____

Exact Words of Caller: _____

Questions to Ask:

1. When is bomb going to explode? 2. Where is the bomb right now? 3. What does it look like? 4. What kind of bomb is it? 5. What will cause it to explode? 6. Did you place the bomb? 7. Why did you place the bomb? 8. When did you place the bomb? 9. Where are you calling from? 10. What is your name? 11. Where do you live?

Description of Caller's Voice:

Male/ Female Young _____ Middle Age _____ Old _____ Accent _____

Tone of Voice: _____

Is voice familiar? _____

If so, whom did it sound like? _____

Other Voice Characteristics: _____

Background Noise: _____

Time Caller hung up: _____

Remarks: _____

Name, address and telephone number of recipient: _____

Telephone number that call was received at: _____

Power Failure

General Information

In the event the building sustains a power failure, emergency lighting is available in the stairtowers. The stairtowers emergency lighting is battery back up, which has a two-hour battery life. All HVAC equipment, lights, receptacles, elevators and most telephone equipment will not be operational.

Procedure

1. The Chief Engineer contacts the electric company to find out the duration of the power outage. 2. Safety Wardens check the elevators on their floors to see if people are trapped inside. If there are people trapped the Safety Wardens will ask them to remain calm and then notify the Management Office of their location. 3. Assistant Safety Warden(s) report to the elevator lobby on their floors to assist the floor warden in

assessing the elevator situation. If people are stuck, the assistant will stay in contact with these people and not leave the elevator lobby. 4. If the Safety Warden leaves the floor, the Assistant Safety Warden(s) prepares to evacuate according to

the fire procedure. 5. If the power is not restored after 15 minutes, all Safety Wardens proceed to main floor lobby for further instruction.

NOTE: If the electric company does not know how long the power will be out, or if power will be out for longer than one hour, the building may need to be totally evacuated.

If total evacuation is necessary, it is conducted according to the fire procedure

Medical Emergencies

Time is extremely important in the case of a medical emergency. The Science Center recommends that all Tenants keep a first aid kit unlocked and fully stocked in their suite.

Procedure

1. The person who discovers the emergency

- Dial 911, and provide the following details:

- Building address - Your name - Your company name - Your floor/suite number - Your telephone number

- Calls the management office at 215.243.2222

2. The management office directs the emergency personnel to the medical emergency.

3. The lobby attendant (security officer) recalls an elevator to the ground floor to transport the paramedics to the floor of the medical emergency.

NOTE: It is crucial that the injured person is not moved. Try to keep the injured person comfortable without moving him/her.

Prevention

Suspicious Activities

Any suspicious activities should be reported immediately to the Management Office during regular working hours or the Security Con-Ops Office after building hours. Security guards are generally powerless to assist or take police action in criminal matters in a tenant space. During business hours, security personnel will escort the police officers directly to your suite.

Crime Prevention Message

The Management staff is concerned about the safety and protection of our tenants, their employees and their property. We are conscious of the various criminal activities to which each of us is exposed on a daily basis.

To reduce crime, emphasis must be placed on preventive rather than reactive measures. Preventive measures against office thefts, burglaries after hours and crimes against persons can best be achieved through the individual efforts of each employee. To minimize incidents, it is important that you establish and routinely monitor procedures, rules and regulations as a means of preventing losses and identifying wrongdoing.

We request that these procedures be circulated among all employees and that everyone is made aware of the importance of helping to ensure a safer and more secure work environment. We strongly suggest that valuables and personal property be stored and secured out of sight. Please note that management does not provide security services to any tenant suite. Contracts for guard services are on behalf of the building owners and are for the protection of their interests in public (common) areas only. All criminal activities should be reported immediately to the police department at or (215) 686-3180 (18th district).

Preparation for Reaction

Suspicious Behavior

Patterns of Behavior

Repeating behaviors with specific interest in particular areas.

Location of Behavior

Areas that are highly vulnerable due to critical components of the facility (including large groups of people and critical utilities)

Prolonged Behavior

Lingering, suspicious behavior in critical or vulnerable areas.

Intrusive Behavior

Suspicious behavior with the emphasis on gaining information of a person or facility.

If you see any of these suspicious behaviors or a suspicious package **IN OR AROUND THIS FACILITY** please follow the directions listed below:

1. Collect Information Who? What? When? Where?
2. Report It Call the Management Office at 215.243.2222 Do not call the police, the Security office will contact them directly
3. DO NOT!!! Follow Approach Question Attempt to Apprehend
4. DO NOT TOUCH!!! If you are calling about a suspicious package, do not touch it.