

# 3675 Market Street | Philadelphia, PA.

## Emergency Guide

PROPERTY MANAGER: Nicole Bostic, *Lillibridge*

Property Management Office: 215-243-2222

---

### WHO DO I CALL IN CASE OF AN EMERGENCY?

In an emergency, call 911 immediately. If you need to contact CIC Staff, you can call the front desk and members of our Leadership team listed below:

**CIC Lobby Front Desk:** 267-233-6888

**Sarajane Blair, GM:** 267-593-6877

**Montana Bertoli, Director of Operations:** 732-325-4760

If you have any questions about the procedures and plans in this manual, please contact CIC's Operations team via a Help Center Ticket, or by emailing [helpmephilly@cic.com](mailto:helpmephilly@cic.com).

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

Property Management conducts multiple drills each year. Whether an alarm is a drill or a real emergency, each CIC client company is responsible for maintaining and documenting an emergency response plan for their team.

#### Emergency Alarms:

- The pre-alarm consists of flashing strobe lights and a prerecorded voice message. These signals indicate a potential emergency in the building. Pay attention to the alarm and await further instructions.
- Always use your judgment—if you see smoke or fire, or your instincts tell you to evacuate, do so immediately.
- Alarm messages may vary by floor to reduce congestion in stairwells, as required by Philadelphia fire code. See below for the different pre-alarm messages:

#### STANDBY MESSAGE:

"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."

**EVACUATION MESSAGE:**

“ATTENTION, ATTENTION, AN EMERGENCY HAS BEEN REPORTED IN THIS BUILDING, PLEASE LEAVE THE BUILDING IMMEDIATELY UTILIZING THE FIRE EXIT STAIRWAY. DO NOT USE ELEVATORS. REPEAT, 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 proceed down the stairs. If you remain in the building and the fire department becomes aware of your presence, they will be required to enter and evacuate you.

In the event of an evacuation, if you cannot use the stairs on your own, please go to the freight stairwell landing instead of waiting at your desk. CIC team members will do their best to assist and share relevant information with the fire department. Please note: the CIC team are not trained fire safety professionals.

Once outside, move to a designated rendezvous point away from the building. Crowding near the entrance can obstruct emergency responders and put you at risk from falling debris. We encourage all client companies to review their own emergency procedures and maintain a clear evacuation plan.

**WHAT ARE THE PROCEDURES FOR AN INDIVIDUAL WITH DISABILITIES DURING AN EMERGENCY?**

Each company should establish a buddy system, assigning two or more colleagues to assist anyone who cannot use the stairs during an evacuation. These buddies should be familiar with the emergency protocol so someone is always available to help. Document both the people who may need assistance and their assigned buddies in your company’s emergency action plan.

If you have concerns or questions about your company’s emergency plan, please contact your company leadership.

**Emergency Telephone Numbers**

<b>All Emergencies</b>	911
<b>Penn Police</b>	(215) 573-3333
<b>Fire Department</b>	(215) 686-1776

<b>Poison Control</b>	(215) 386-2100
<b>Property Management Office &amp; After Hours Emergency</b>	(215) 243-2222
<b>Electric Company PECO Energy</b>	1-800-841-4141
<b>CIC Safety Warden</b>	Sarajane Blair, GM: 267-593-6877  Montana Bertoli, Director of Operations: 732-325-4760

**Fire Drills**

- Property Management 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.

**General Fire Information**

In an effort to reduce the risk of fire, Property Management prohibits the use of space heaters, sternos, hot plates, or any open flames.

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.

**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 Property Management Office to verify the alarm. REMEMBER:
  - a) Close all doors behind you.
  - b) Proceed to the fire tower and remain there until given further instructions by the Fire Department/Property 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) 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.

f) If caught in smoke or heat: Stay low. Take short breaths (through nose) until you reach a safe area.

---

## **Bomb Threats**

Most bomb threats are false, but it can be hard to distinguish hoaxes from real threats. To minimize disruption, please avoid sharing incident details. Report any suspicious people or situations immediately to the Property Management Office at (215)243-2222—Security will be notified. If a non-specific threat (no device description, time, or location) is received, the building will generally remain open and each tenant decides whether to evacuate. A full evacuation will occur if the threat is specific, cannot be verified as a hoax, or a suspicious object is found; in that case the Bomb Threat Notification Procedure will be followed.

NOTE: Do not use two-way radios during a bomb threat, as they can detonate some explosive devices.

## **Procedure**

1. The person who receives the bomb threat:

- Gets as much information from the caller using The Bomb Threat Checklist below as a guideline.
- Dials 911 and reports the threat to the local police or fire department
  - Inform the dispatcher that you are calling from (Your Company’s Name) at (your 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
- Calls the Property Management Office at (215) 243-2222.
2. The Management Office contacts all Tenant Contacts. The Property Manager and Contacts 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 their 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 stair tower 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 Property 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.

## **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. When did you place the bomb?

8. Where are you calling from?
  9. What is your name?
  10. Where do you live?
- Description of Caller's Voice: Male/ Female / Young /Middle Age / Old / Accent
    - Is voice familiar? If so, whom did it sound like?
    - Other Voice Characteristics:
  - Background Noise:
  - Time Caller hung up:
  - Name, address and telephone number of recipient:
  - Telephone number that call was received at:
- 

## **Power Failure**

If the building experiences a power outage, emergency lighting in the stair towers will operate on battery backup for up to two hours. During an outage, HVAC, general lighting, receptacles, elevators, and most telephone systems will not function.

## **Procedure**

1. The Property's Chief Engineer contacts the electric company to determine the expected duration of the outage.
2. Safety Wardens check the elevators on their floors to see if anyone is trapped. If people are trapped, wardens instruct them to remain calm and immediately notify the Management Office of the elevator location.
3. Assistant Safety Warden(s) report to the elevator lobby on their floors to support the Safety Warden in assessing the situation. If people are stuck, the assistant remains in contact with them and stays in the elevator lobby.
4. If the Safety Warden must leave the floor, the Assistant Safety Warden prepares to evacuate the floor following the fire evacuation procedure.
5. If power is not restored within 15 minutes, all Safety Wardens report to the main floor lobby for further instructions.

Note: If the electric company cannot provide an estimated restoration time, or if the outage is expected to last longer than one hour, the building may need to be fully evacuated. Any full evacuation will follow the standard fire evacuation procedure.

## **Medical Emergencies**

Time is extremely important in the case of a medical emergency. Property Management 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 Property 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**

Report any suspicious activity immediately to the Property Management Office during business hours or to the Security Office after hours. Please note that security guards generally cannot take police action in a tenant's suite; their role is to notify authorities. During business hours, security will escort responding police officers directly to your suite.

### **Crime Prevention Message**

The Property Management team is committed to the safety of our tenants, their employees, and their property. We recognize the various criminal risks that can occur daily and believe prevention is more effective than reaction.

To reduce crime—such as office thefts, after-hours burglaries, and crimes against persons—each employee's proactive behavior is essential. Please establish and routinely follow procedures, rules, and checks to help prevent losses and detect suspicious activity. Store valuables and personal property securely and out of sight.

Note: Property management-provided security services protect common areas on behalf of the building owner; we do not provide security coverage for individual tenant suites. Any criminal activity should be reported immediately to the police at (215) 686-3180 (18th District). Please circulate these procedures among all employees and emphasize the importance of maintaining a safe, secure work environment.

If you see any suspicious behaviors or a suspicious package in or around this facility please follow the directions listed below:

- Collect Information Who? What? When? Where?
- Report It - Call the Management Office at (212) 243-2222
- DO NOT Follow, Approach, Question, Attempt to Apprehend
- DO NOT TOUCH any suspicious packages or items

## **SAFETY TIPS:**

- Never leave valuables in sight in a vehicle.
- Walk in well lit, well traveled areas.
- Be aware of your surroundings and limit phone use.
- Never prop locked access doors open.
- Always have your keycard accessible and do not lend it to anyone.
- Use Penn Escort Service 215-898-WALK or 215-898-RIDE
- Immediately report any suspicious activity to building management office:
  - (215) 243-2222