



Responding to Emergencies In High-Rise Office Buildings

**Presented by:
Carlos Villarreal, CST
Senior Vice President
Commercial Real Estate Security Services
Whelan Security
cvillarreal@whelansecurity.com**



Key Topics

- **Fire and Life Safety Planning and Training**
- **Evacuation, Shelter in Place, Special Needs**
- **Pandemic Planning**

911 CALL TAPE

LOOP FIRE INVESTIGATION

BREAKING

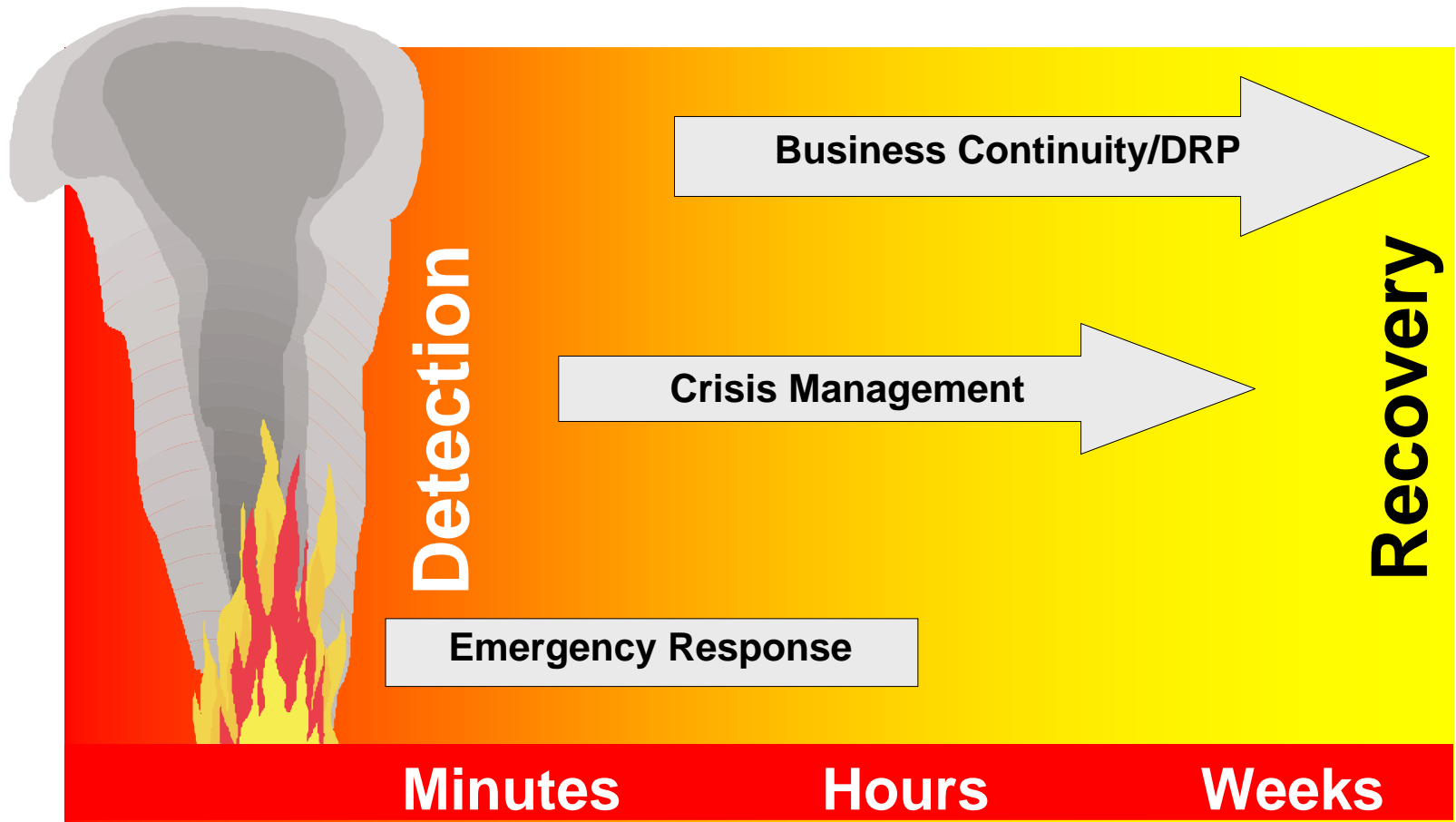
FOXNEWS

12:58

59°



Disaster Timeline





Topic #1

Fire and Life Safety Planning and Training



Emergency Response Teams

- **Building Owner/Security Team Responsibility**
 - Maintain Property and Safety Systems
 - Respond to Alarm
 - Not Firefighters
 - Evacuate Same as Tenant
 - Assist in Lobby
 - IC Until Fire Department Arrives
 - Assist Fire Department
- **Tenant Management Responsibility**
 - Appoint Evacuation Leadership
 - Develop Response Plan
 - Participate in Drills
 - Monitor Safety in Space
- **Role of Tenant Safety Team**
 - Reporting, Listening, Awareness, Searching
 - Verifying Floor Clear
 - Assisting Persons with Disabilities
 - Accountability



Tenant Training

- Emergency Response Training For All Tenants
- ERT Aids Visible and Accessible in Each Office
- ERT Contains Building Specific Guide for:
 - Civil Disturbances
 - Elevator Emergencies
 - Power Failure
 - Natural Hazards
 - Workplace Violence
 - Suspicious Materials
 - Medical Emergencies
 - Fire/Visible Smoke
 - Evacuations
 - Explosive Devices/Threats
 - Water Damage

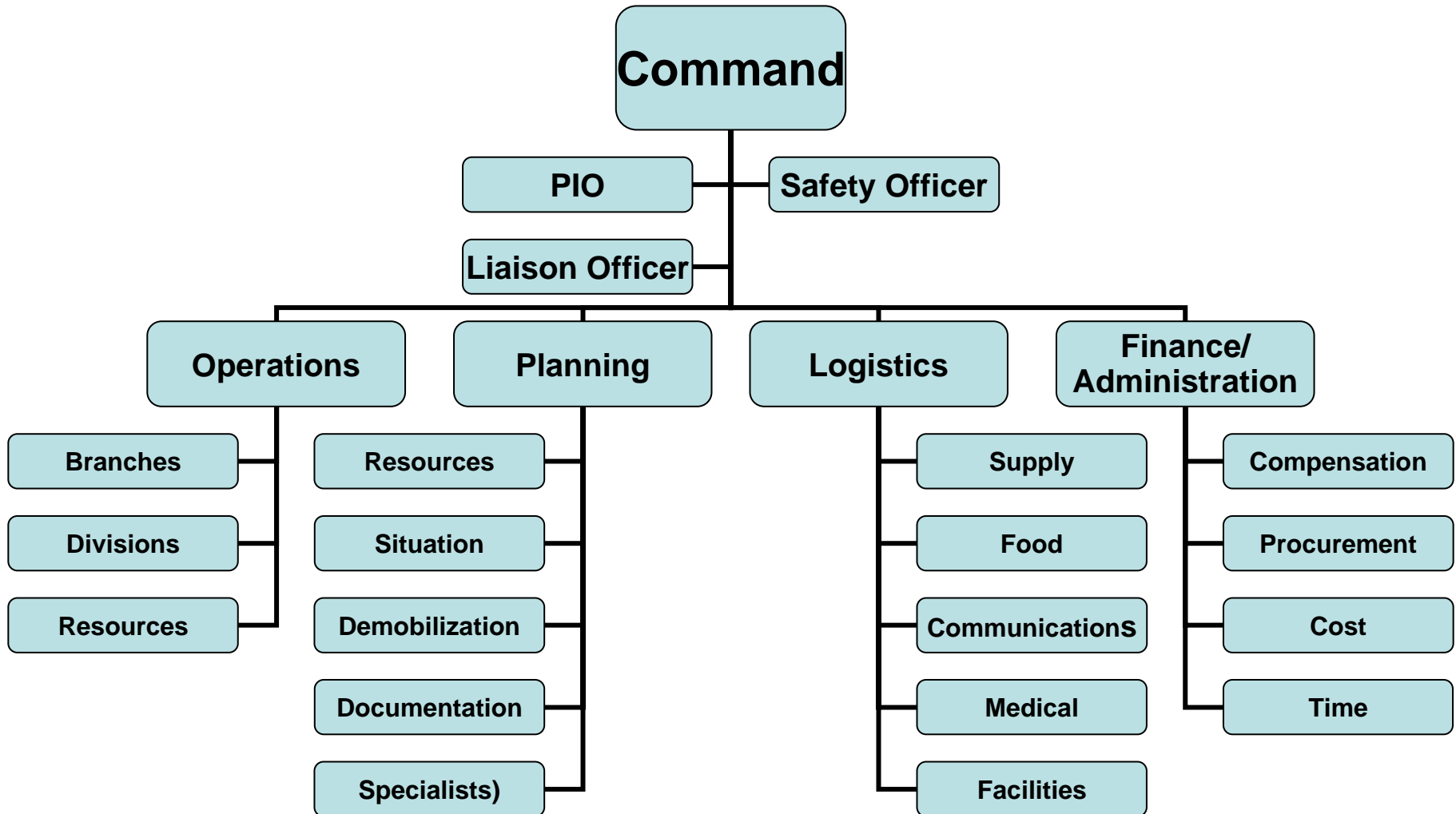


Incident Command System

- **Fire Department Response**
 - In Charge of All Assets While On-Site
 - Establishes an Incident Command Post
 - Establishes Immediate Priorities
 - Life Safety, Property, Environment
 - On-Scene Assessments
 - Nature of Incident
 - Hazards Present
 - Size of Affected Area
 - How to Isolate
 - Where to Stage
 - Worst-Case Scenario
 - Determine Objectives, Strategy and Tactical Direction
 - Establish and Monitor Incident Organization



Incident Command System





Topic #2

Evacuation, Shelter in Place, Special Needs



Evacuating a High-Rise

- Never Use Elevators
- Never Evacuate Up
- Use Stairways
- Intercom Announcements for Evacuation
Instructions (Public Address Systems)
- Evacuate Floors Connected by Internal Stairwells
Together
- Assist Persons with Disabilities
- Occupants Should Go to Pre-Determined
Evacuation Location and Check In
- Do Not Re-Enter the Building Until Advised by
Fire Department



Shelter In Place

- **Move as Far Away from the Fire as Possible**
- **Close as Many Doors as Possible Between You and Fire**
- **If Phone is Available, Call Building with Your Location**
- **Stuff Clothing or Other Materials Around Door to Stop Smoke**
- **Do Not Break Glass**

For *non fire* shelter in place scenarios pre stage emergencies supplies, flashlights, batteries, cell phones, first aid kits (AED's), water, food, battery operated radio, medicine, bull horns, glow sticks.



Special Needs

- List of Special Needs Employees Kept in the Building's Emergency Response Plan

- Special Needs Include Hearing, Sight Impaired, Wheelchair Bound, Walking or Breathing Impairment, Pregnant, etc.

- Special Arrangements
 - Evacuation Procedures
 - Designated Assembly Area
 - Instructions by Scripted Message
 - Evacuation Chairs



Topic #4

Pandemic Planning



Key Elements for Owner/Mgr

- Prepare a Written Plan
 - Identify Essential Building Functions
 - Determine Mission Critical Building Staff
 - Obtain Tenant Information
 - Stockpile Inventory Supplies
 - Train and Make Adjustments



Situational Awareness

- Department of Homeland Security
- Center for Disease Control
- The World Health Organization
- Department of Health and Human Services
- Communicating with Employees and Tenants



Essential Building Functions

- **Engineering**
 - HVAC, Electrical and Mechanical Systems
- **Housekeeping**
 - Waste removal, cleaning of bathrooms and kitchen areas, wiping phones, desks, countertops, desks, fax and copy machines, vacuuming, lobbies and revolving doors.
- **Building Management**
 - Customer Communication, Administrative Support
- **Life Safety and Security**
 - Access Control, Emergency Response
- **Parking**
 - Self park only, suspend valet parking if used
- **Deliveries**
 - US Mail, FedEx, UPS, DHL, food and beverage, office supplies, couriers, furniture, construction material and housekeeping supplies



Tenant Information

- **Need to Obtain:**
 - Identify which customers have international offices.
 - Determine locations, frequency of travel and by whom.
 - How often does the international traveler work in the building?
 - Under normal conditions, how many people occupy the building?
 - Do customers have backup work sites?
 - If pandemic occurs, are customers going to adjust work hours?
 - If pandemic occurs, are customers going to work from home?
 - Current contact information from all customers.
 - Identify customers with special needs – i.e. medications
 - Identify which customers have full service kitchens, vending machines, coffee stations, drinking fountains and private bathrooms
 - Does the customer have a plan to address the pandemic influenza?



Inventory Supplies

- **Need to Stockpile:**
 - Air Filters
 - Coolants
 - Water Treatment Filters
 - Fan Belts
 - Light Bulbs
 - Paper Towels
 - Anti-Bacteria Soap and Wipes
 - Toilet Paper
 - Feminine Products
 - Window Cleaner
 - Carpet Cleaner and Shampoo
 - Trash Bags
 - Cleaning Rags and Mop Heads
 - Vacuum Cleaner Bags and Filters
 - Protective Gloves and Breathing Mask



Questions

Q&A Session