

Bay Area Air Quality Management District

Pandemic Response Plan

Introduction

This plan is prepared by the Bay Area Air Quality Management District (BAAQMD or District) to provide guidance and procedures for protection of District workers' and visitors' health and to prepare for and minimize the impact a pandemic illness may have on District activities. Proper planning for the potential of a pandemic will help to minimize worker and visitor illness, absenteeism and business disruptions.

A pandemic is a widespread epidemic which may affect an entire country or region. This program is prepared to anticipate and minimize the consequences of a pandemic flu outbreak to the District and its employees; however the actions taken may be used during any type of pandemic illness outbreak. An influenza pandemic occurs when an influenza virus emerges for which there is little or no immunity in the human population, begins to cause serious illness and spreads amongst the population. Examples include swine flu (H1N1) and avian flu (H5N1).

The primary objectives of this program include 1) reducing transmission of influenza or other pandemic illness among District staff; 2) reducing risk to employees and visitors in the case of a pandemic outbreak; 3) minimizing impact on BAAQMD operations and 4) maintaining procedures that are consistent with public health recommendations. This program is designed to allow flexibility on the part of the District to best prepare for and respond to a pandemic.

Pandemic Overview

A pandemic has the potential to cause illness in a very large number of people, overwhelm the health care system and jeopardize services by causing high levels of absenteeism in the workforce. In a pandemic situation the goal is to prevent new illnesses and slow the spread of disease. Disease control strategies such as social distancing, improved hygiene and respiratory etiquette, isolation, vaccination and quarantine may be used to control the spread of disease.

Influenza is highly infectious and spreads rapidly. It is typically a difficult disease to control because the virus can be easily transmitted between people. Flu pandemics are distinct from seasonal influenza. Seasonal influenza is caused by influenza viruses which circulate globally every year and cause an average of 36,000 deaths annually in the United States. Over time, people develop some degree of immunity to these viruses, and vaccines are developed annually to protect people from serious illness. Pandemic influenza refers to a worldwide epidemic due to a new strain of influenza virus to which there is no immediate immunity. It is difficult to predict the severity of the next pandemic, if it will be associated with a current influenza strain or an entirely different strain, and whether the pandemic virus strain will be treatable with existing medicines.

Basic Influenza Information for Employees

Seasonal Flu

Influenza (Flu) refers to illnesses caused by a number of different influenza viruses. Flu can cause a range of symptoms and effects from mild to life-threatening. Most healthy people recover from the flu without problems, but certain individuals are at high risk for serious complications. High risk groups include people over the age of 65, pregnant women, and people of any age with certain chronic medical conditions.

Flu symptoms may include fever, coughing, sore throat, runny or stuffy nose, headaches, body aches, chills and fatigue. Annual outbreaks of the seasonal flu usually occur during the late fall through early spring. Most people have natural immunity and a seasonal flu vaccine is available. In a typical year, approximately 5 to 20 percent of the population gets the seasonal flu and approximately 36,000 flu-related deaths are reported.

The most common way the flu viruses spread from person to person is through respiratory secretions that are produced when a contagious person coughs, sneezes or talks. A person without the flu can be infected by breathing in these wet droplets or by touching something that was recently contaminated and then touching their mouth, nose or eyes.

A person infected with flu can pass it to others during a specific time period - the infectious period. Usually people who have the flu can infect others 1 to 2 days before their symptoms start and up to 5 days or more after they become sick. Most people are contagious during the first three days of illness. That means that the individual may be able to pass on the flu to someone else before experiencing symptoms and during symptoms.

Pandemic Flu

A pandemic is the wide spread of a disease or illness with outbreaks or epidemics in many countries and most regions of the world. A disease epidemic occurs when there are more cases of that disease than normal. An influenza pandemic may occur when a new influenza virus appears for which the human population has no immunity. With the increase in global transportation as well as urbanization and overcrowded conditions in many areas, epidemics due to a new influenza virus are likely to take hold around the world and become a pandemic. The World Health Organization (WHO) has defined the phases of a pandemic to provide a global framework to aid countries in pandemic preparedness and response planning. Pandemics can be either mild or severe in the illness and number of deaths they cause. The severity of a pandemic can change over the course of that pandemic.

If a pandemic evolves to become widespread over time, we could also expect:

- vaccines, antiviral agents and antibiotics to treat secondary infections to be in high demand, and potentially in short supply
- medical facilities to be strained with demands to care for both influenza and non-influenza patients

During an influenza pandemic all people with illnesses should stay home and away from the workplace. Hand washing and covering coughs and sneezes are vitally important and should be encouraged. Routine cleaning of commonly touched surfaces should be performed regularly. Individuals with asthma, diabetes, cancer, HIV/AIDS, and heart or kidney disease who develop flu-like symptoms should contact their health care provider or seek medical care.

Flu symptoms may include:

- Fever (temperature greater than 100.4 °F)
- Chills, shivering
- Muscle aches
- Sore throat
- Dry cough
- Headache
- Fatigue (extreme tiredness)

Pandemic Response Plan

Employee risks of occupational exposure to influenza during a pandemic may vary from very high risk to lower risk. At very high exposure risk are those persons in occupations with high potential exposure to high concentrations of known or suspected sources of influenza virus, such as during specific medical or laboratory procedures (e.g., healthcare employees). At medium exposure risk are employees with high frequency contact with the general population (e.g., high density work environments, frequent public meetings/assemblies). Employees with lower exposure risks are those who have minimal occupational contact with the general public and other coworkers (e.g., office employees). For the purposes of this program, BAAQMD employees are considered medium risk employees.

Pandemic Response Plan Team

The Pandemic Response Plan Team is comprised of the District Safety Committee. The Pandemic Response Plan Team will collaborate with and advise the Pandemic Response Plan Team Leader in the event of a pandemic. Members of the Pandemic Response Plan Team are listed in Appendix A.

The Pandemic Response Plan Team leader is the Director of Administrative Services or designee. When the Pandemic Response Plan has been activated, overall management of the response plan is delegated to the Director of Administrative Services or designee. His/her primary responsibilities include:

- Oversight for implementation of the plan and company operations
- Expenditure approval consistent with established organizational procedure
- Allocation of personnel and non-personnel resources

The Pandemic Response Plan Team leader will in turn advise and work directly with the Executive Officer/Air Pollution Control Officer, Deputy Air Pollution Control Officer (Executive Officers) and/or their representatives. The Director of Administrative Services may direct the activation/deactivation of the Pandemic Response Plan. Activities of the Pandemic Response Plan Team include:

- Monitor pandemic illness status
- Ensure employees understand preventative measures
- Update plan and procedures as circumstances dictate
- Provide information to employees/public regarding reducing risk and the spreading of pandemic illnesses
- Tracking pandemic-type illnesses among district employees
- Plan for continuation of critical functions

Some or all of the Pandemic Response Plan will be activated when one or more of the following criteria are met:

- WHO (World Health Organization) declares the pandemic is in Phase 6 (increased and sustained transmission in the general population)
- Centers for Disease Control (CDC), state public health department, and/or Bay-Area county public health departments declare a pandemic alert or notice that may affect BAAQMD employees or operations
- Essential services are impacted by the pandemic either due to employee absenteeism, lack of supplies or other reasons
- Employee absenteeism is at 30% to 40% or greater
- Heightened employee concern regarding personal safety from the pandemic exists

Information Sources

The scope and spread of a pandemic in the community will be monitored by the District's Pandemic Response Plan Team. Sources for information include but are not limited to:

- World Health Organization (WHO) - www.who.int/en/
- Centers for Disease Control and Prevention (CDC) – www.flu.gov and www.cdc.gov/flu/ and www.cdc.gov/H1N1Flu
- California Department of Public Health - www.cdph.ca.gov/
- San Francisco Department of Public Health – Communicable Disease Control and Prevention - www.sfdph.org/dph/

- Alameda County Department of Public Health - www.acphd.org
- San Mateo County Department of Health - www.co.sanmateo.ca.us/portal/site/health/
- Santa Clara County Public Health Department - www.sccgov.org/portal/site/phd/
- Contra Costa Health Services – www.cchealth.org
- County of Marin Health and Human Services Department - www.co.marin.ca.us/depts/HH/Main/
- Napa County Public Health Department - www.co.napa.ca.us/
- Solano County Public Health Department - www.co.solano.ca.us/depts/ph/
- Sonoma County Public Health Public Health Department - www.sonoma-county.org/health/ph/

Newspapers, television, radio and other sources of information will be monitored by the Pandemic Response Plan Team in order to address misinformation and emerging public concerns.

Stages of Pandemic Response

This response procedure will help BAAQMD prepare for and respond to three stages: 1) normal operations without significantly increased absenteeism from influenza or other contagious illness and no notice of a pandemic from either WHO, CDC, state or Bay Area county public health departments; 2) pandemic notice from WHO, CDC and/or state or local public health department without significant increase in absenteeism from influenza or other contagious illness; 3) pandemic notice with increased absenteeism from influenza or other contagious illness.

Stage 1:

During a period of no pandemic outbreak from the World Health Organization, Centers for Disease Control or state or local public health departments, no special conditions or procedures will exist. The Director of Administrative Services or designee will continue to track health reports for the status of possible pandemics. The Pandemic Response Plan will be amended or changed as necessary to reflect new information.

Stage 2:

During periods of announced pandemics from WHO, CDC and/or state or Bay Area county public health departments, but without significant increase in absenteeism from same, the Director of Administrative Services or Designee in conjunction with the Pandemic Response Plan Team will commence the following:

- Require BAAQMD managers to notify the Human Resources office when employees miss work due to symptoms which have been identified as indicators of a pandemic illness. Absenteeism will be tracked by the Human Resources office. See Appendix B for Managers' Protocol for Employee Illness during Stage 2 Pandemic.

- Provide employees with education and training on pandemic illness risk factors, health habits to use every day, protective behavior (e.g. cough etiquette, protecting transmission of virus on public transportation, hand washing, etc.), staying away from work and other employees when ill. Symptoms will be reflected in the Appendix relating to the particular pandemic.
- Employees will be told where to get information and support during an emergency (e.g. electronic bulletin boards, Human Resources office, Safety Committee members).
- Request that employees experiencing symptoms which have been identified as indicators of a pandemic illness stay at home or go home, if at work
- Managers will be told to apply leave policies liberally during a Stage 2 or 3 Pandemic, e.g. allow for use of Annual Leave in lieu of sick leave without prior notice.
- Notify BAAQMD employees of the availability of vaccines from public sources and encourage employees to take vaccines.
- The public may be unsure if BAAQMD services, public meetings, etc. may be impacted during a pandemic period. To ensure that the general public is aware of services and adopted disease control safety procedures, key messages will be included in announcements for public meetings, workshops, compliance schools and the like on the District website and information will be provided during public meetings.

Stage 3:

Increased absenteeism is when BAAQMD experiences excessive absenteeism (e.g. of 20% or more) or as determined by the Director of Administrative Services. During periods of an announced pandemic from WHO, CDC and/or state or Bay Area county public health departments including significant increase in absenteeism from influenza or other pandemic illness, the Director of Administrative Services or designee in conjunction with the Pandemic Plan Team will commence with the following:

- Steps listed above for Stage 2 response.
- Require BAAQMD managers to notify the Human Resources office of employees who are staying at home to care for children or family members with an illness which appears to be the identified pandemic.
- Individuals with symptoms of a pandemic illness may be asked to stay home for a specific time period, referred to as home isolation, until they are no longer contagious. The isolation period (or period when individuals are contagious and stay away from others may be as long as 1 to 2 weeks after symptoms develop).
- If an employee feels ill while at work they will be encouraged to go home, using any leave that is available to them.
- If an employee arrives at work ill or becomes ill at work, and cannot go home, they will be asked to wear a surgical mask and work in a room isolated from other employees.
- Consider canceling/restricting public meetings.

- For employees to practice disease control recommendations properly while at work, the following supplies should be regularly available. These supplies are stored in the garage, and may be picked up by managers or their designee.
 - Tissues
 - Hand sanitizers
 - Office cleaning and EPA certified disinfecting supplies
 - Paper towels
 - Surgical/face masks
- As part of janitorial cleaning, daily (or as necessary) disinfect commonly touched hard surfaces in the workplace, such as work stations, counter tops, door knobs and bathroom surfaces by wiping them down with an EPA-certified disinfectant.
- Provide sanitizing hand wipes or liquid sanitizer in restrooms near doors.
- Post notifications of pandemic warning at the workplace entry and provide surgical masks.
- Practice and encourage social distancing procedures.

Continuation of Critical Functions

Directors and managers should define the critical functions in their work areas and provide for continuation of critical services in the event of excessive absenteeism. There are several critical work areas that require plans for continuation if impacted by excessive absenteeism. Those with plans in place are as follows:

- Air Monitoring Stations: absences may be covered by Source Test Section staff
- Laboratory: can function with minimal staff; however may require that samples be sent to outside laboratory for processing
 - Arrangements are in place with outside laboratory
- Inspection: incident response and public complaints occurring where an area inspector is absent would be handled by designated back up staff as reflected in the Area Assignments document available on the District's virtual office network or from Compliance and Enforcement management
- Information Services: several staff members are cross-trained to perform systems administration and other vital functions; some can be done via telecommuting
- Human Resources: several staff members are cross-trained to perform payroll function, which can be done via telecommuting

Notifications/Restricting Work

During activation of Stage 2 and 3 alerts employees, visitors and vendors to BAAQMD facilities will be notified when the Pandemic Response Plan has been activated. The Director of Administrative Services, in conjunction with the Pandemic Response Plan Team, will provide the notifications. Alerts will be upgraded or downgraded based on current information.

During a pandemic (District Stage 2 or 3) asking individuals with symptoms identified as indicators of a pandemic illness to stay out of the work setting may limit the spread of disease. When the Plan is activated, the following steps will be taken to limit the spread of illness:

1. Post notices at all workplace/facility entry points requesting that staff and visitors be cooperate with procedures if they have symptoms of a pandemic illness. The notices may say, for example:

“To limit the spread of the H1N1 virus, please do not enter the building if you feel feverish, have chills, a cough, body aches, or a sore throat. If you have these symptoms but still must enter, please wear a surgical mask, to protect others from getting infected. Please give consideration to others and avoid entering a crowded elevator. Also, please use the hand sanitizer as you enter and leave the building. Your cooperation is appreciated.”
2. Provide hand sanitizer and surgical masks at the entrance of the facility.
3. Advise managers to notify the Human Resources office (415-749-4980) if any of their staff become ill at home or work and experience influenza like symptoms.

Personnel/Absenteeism

Standard operating procedures may need to change during a pandemic episode. A pandemic could affect 20% to 40% of the workforce during periods of peak illness. The following procedures may be activated as part of the pandemic response.

Please refer to the leave usage policies in the MOU and Administrative Code. Employees will be encouraged to use leave as indicated in the MOU, Article XII – Leave and Holidays or Section 11 of the Administrative Code - Leaves. Employees may be absent because they are sick or taking care of sick family members. **One of the best ways to reduce the spread of influenza is to keep sick people away from well people.** Individuals with flu-like symptoms should be encouraged to stay home when sick and for a period of 24 hours after symptoms resolve.

Workers who appear to have a flu-like illness upon arrival at work or become ill during the day are advised to wear a surgical mask, work separately from others and go home until at least 24 hours after they are free from symptoms.

If absenteeism impedes the District’s ability to perform essential operations, employees from other operational areas may be reassigned. The Pandemic Plan Response Team will assist division managers in collecting information on staff needs and re-assigning staff as necessary.

Social Distancing

If the pandemic is severe enough, the District may decide to reduce face-to-face contact among employees by encouraging employees to telecommute, teleconference, remain at least three feet apart from co-workers and ban business travel to regions affected by the pandemic.

Social distancing refers to an illness control strategy that includes limiting the frequency and closeness of people in order to inhibit the spread of contagious illness from one person to another. Some social distancing strategies include restricting public meetings, modifications to social behavior (e.g. shaking hands) and creating distance between work spaces (e.g. 6 feet). As part of a Stage 3 response, the Director of Administrative Services in conjunction with the Pandemic Response Plan Team will consider the following steps:

- Telecommuting – encourage employees to work from home. Approval of telecommuting is delegated to Division Directors.
- Teleconferences – use telephone conferencing instead of face-to-face meetings. Minimize situations where groups of people are crowded together, such as in conference rooms, offices, etc.
- Flexible work hours as provided for by the District’s compressed work schedule.
- Travel policies – limit or restrict travel. This includes encouraging individuals who have been in areas with pandemic illness to stay home for a specified time until it can be determined that they have not become infected. Advise workers to check themselves for fever and any other signs of pandemic illness before starting travel and notify their supervisor and stay home if they are ill.
- Canceling or limiting public meetings or providing the public with notification of a pandemic situation and advising caution and/or not attending meetings if ill with pandemic illness symptoms.

Vaccines

District employees will be encouraged to get vaccinated for seasonal influenza, pandemic influenzas (e.g. H1N1) or other pandemic illnesses as available. They should however, be encouraged to consult with their personal physician prior to receiving any vaccination. For information on groups prioritized for seasonal and pandemic vaccinations contact the local health care department (as noted under Information Sources previously in this Plan).

Employees who become ill and are at an increased risk of complications from influenza or other pandemic illness; ill employees who are concerned about their illness should call their health care provider for advice. Their healthcare provider may want them to take antiviral medications to reduce the likelihood of severe complications from influenza or other pandemic illness.

Workplace Controls

During a pandemic, workplace controls may be effective in reducing worker/visitor exposure. Examples include:

- Provide materials and resources that promote personal hygiene such as tissues, hand soap, hand sanitizer, disinfectants and disposable towels for employees to clean their work surfaces.
- Encourage employees/visitors to wash hands frequently with soap and water or with hand sanitizer.

- Encourage employees to avoid touching their nose, mouth and eyes.
- Surgical masks/face masks may be used as physical barrier by the sick person to protect others from hazards from coughing or viruses/bacteria when they are expelled by the wearer.
- Keep work surfaces, telephones, computer equipment and other frequently touched surfaces and office equipment clean. Use only safe disinfectants approved by the EPA.
- Ensure that workers know where supplies for hand and surface hygiene are located.
- Use postings/website to keep public informed about symptoms of the flu and ask sick individuals to minimize contact with employees and visitors at district meetings.

Field Staff

Field inspection staff visiting facilities should follow the guidelines of that facility, if any, and should take all necessary measures to protect themselves and others. This may include frequent hand washing, using hand sanitizer before and after entering a facility, taking care to cover coughs and sneezes with a tissue and discarding the tissue after a single use, avoiding touching eyes and mouth with hands, avoiding entering any facility if feeling ill.

Evaluation

Conduct an internal evaluation of pandemic response. When conditions change, the response plan will be modified and updated. Employees will be notified when either a Stage 1, 2 or 3 alert has changed and is no longer in place.

Appendix A

Bay Area Air Quality Management District Pandemic Plan Response Team

**Bay Area Air Quality Management District
Pandemic Plan Response Team**

The Pandemic Plan Response Team and contact information:

- Jack Colbourn, Team Leader (415-749-5192, jcolbourn@baaqmd.gov)
- Magen Harris, (415-749-4785, mharris@baaqmd.gov)
- James Hesson, (415-749-4625, jhesson@baaqmd.gov)
- Christine Holmes, (415-749-4938, cholmes@baaqmd.gov)
- Kenneth Kunaniec, (415-749-4607, kkunaniec@baaqmd.gov)
- Julius Li (415-749-4957, jli@baaqmd.gov)
- Ralph Myers (415-4688, rmyers@baaqmd.gov)
- Lisle Rath (415-749-4985, lrath@baaqmd.gov)

As of October, 2009

Appendix B

Protocol for Employees who Call in Ill with Influenza-Like Symptoms

PROTOCOL FOR MANAGERS OF EMPLOYEES WHO REPORT ILL WITH INFLUENZA SYMPTOMS

1. If an employee appears ill at work or calls in ill and displays or describes symptoms such as the following, which have been identified as pandemic flu symptoms, they should be treated as a “suspected influenza case.”

- Fever (higher than 100.4°F / 38°C)
- Chills, shivering
- Muscle aches
- Headache
- Cough
- Sore throat
- Fatigue (extreme tiredness)

If the employee does not have any of these symptoms and has not been in contact with someone with the flu, they are unlikely to have the flu and should be reassured and advised to call again later or to seek medical attention if they are still concerned.

2. If the employee is at work, provide them with a face mask and request that they put the mask on immediately. Explain that this is to help protect other staff.
3. Request that the employee leave work. If possible, public transportation should be avoided. If public transportation is unavoidable, advise the employee to keep the mask on.
4. If the employee cannot or refuses to leave work, request that they continue to wear the surgical mask and work in an isolated area away from other employees.
5. Advise the employee to follow instructions from the county health department depending on the employee’s location, on how and where to seek care and about where to find guidance on how to care for someone with pandemic flu.
6. Advise the employee on how long it is recommended to stay away from work.
7. Have the employee’s work station cleaned and disinfected.
8. Advise the Human Resources Office of employee absence/illness.
9. Early in a pandemic, the county health department may ask employers to identify workplace contacts and to assist with measures to control illness in the workplace. Specific instructions will be provided at that time.
10. Communicate with the employee during his/her absence from work via telephone or e-mail. Encourage employee to check District electronic bulletin boards or the Human Resources office for updates.
11. Encourage employees to return to work once they have recovered and the isolation period has ended.

Appendix C

H1N1 (Swine) Flu Information

H1N1 (Swine) Flu

Information

On June 11, 2009, the World Health Organization (WHO) declared that a global pandemic of H1N1 (Swine) flu is underway. This action was a reflection of the spread of the new H1N1 (Swine) flu virus; not the severity of illness caused by the virus.

The symptoms of 2009 H1N1 flu virus in people include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Some people may have vomiting and diarrhea. People may be infected with the flu, including 2009 H1N1 and have respiratory symptoms without a fever. Severe illnesses and deaths have occurred as a result of illness associated with this virus.

Illness with 2009 H1N1 virus has ranged from mild to severe. While most people who have been sick have recovered without needing medical treatment, hospitalizations and deaths from infection with this virus have occurred. In seasonal flu, certain people are at “high risk” of serious complications. This includes people 65 years and older, children younger than five years old, pregnant women, and people of any age with certain chronic medical conditions. About 70 percent of people who have been hospitalized with this 2009 H1N1 virus have had one or more medical conditions previously recognized as placing people at “high risk” of serious seasonal flu-related complications. This includes pregnancy, diabetes, heart disease, asthma and kidney disease.

CDC laboratory studies have shown that no children and very few adults younger than 60 years old have existing antibodies to 2009 H1N1 flu virus; however, about one-third of adults older than 60 may have antibodies against this virus. It is unknown how much, if any, protection may be afforded against 2009 H1N1 flu by any existing antibody. The 2009 H1N1 vaccine is expected to be available in late October.

Swine flu is spread much the same way that seasonal flu is spread. Symptoms are also similar to seasonal flu but may include symptoms such as vomiting and diarrhea. County health departments advise that people who are mildly sick do not need to see a doctor or get tested. Testing for swine flu is limited and is being prioritized for hospitalized individuals with specific symptoms. People who have difficulty breathing, dehydration from vomiting and diarrhea, a fever that remains greater than 101°F after taking acetaminophen, or are severely ill, should seek medical care. It is suggested that ill persons call the doctor's office before going, so that they can make arrangements for restricting contact with others upon arrival. Contact the Centers for Disease Control and Prevention (CDC) – www.flu.gov and www.cdc.gov/flu/ and www.cdc.gov/H1N1Flu; California Department of Public Health - www.cdph.ca.gov/ or county health departments for current information.

**APPENDIX B - Air District's Injury and Illness
Prevention Plan and Procedures**

BAY AREA AIR QUALITY MANAGEMENT DISTRICT

Injury and Illness Prevention Plan and Procedures

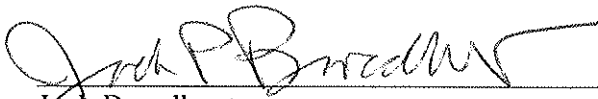
This manual describes the Bay Area Air Quality Management District's *Injury and Illness Prevention Plan* and the Procedures designed by BAAQMD to implement this Plan and accomplish the following:

- Establish safe and healthful environments for all employees;
- Describe practices that can prevent injuries and illnesses;
- Outline procedures to be followed.

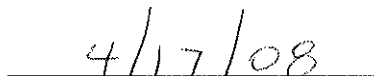
This manual is organized into two main sections.

- I. BAAQMD's Injury and Illness Prevention Plan (Section I) and
- II. District procedures designed to accomplish the goals and objectives of this Plan (Sections II through VIII).

Changes in the Manual may not be made without the authorization of the Human Resources Department.



Jack Broadbent
Executive Officer/APCO



Date

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BAY AREA AIR QUALITY MANAGEMENT DISTRICT

INJURY AND ILLNESS PREVENTION PLAN

Revised: January, 2007

BAY AREA AIR QUALITY MANAGEMENT DISTRICT

INJURY AND ILLNESS PREVENTION PLAN (IIPP)

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BAY AREA AIR QUALITY MANAGEMENT DISTRICT

INJURY AND ILLNESS PREVENTION PLAN (IIPP)

INTRODUCTION

It is the policy of the Bay Area Air Quality Management District (BAAQMD) to provide a safe and healthful work environment and to ensure the safety and health of all employees. This Injury and Illness Prevention Plan complies with the Cal/OSHA requirement (Title 8, California Code of Regulations, Section 3203) and serves as a framework for other BAAQMD safety programs. It is the policy of BAAQMD that all employees follow and adhere to the requirements set forth in this Injury and Illness Prevention Plan. This plan sets minimum requirements for BAAQMD locations, departments and divisions. Individual divisions may set specific requirements as long as they are as effective as those set in this plan.

RESPONSIBLE PERSON (IIPP Administrator)

The division responsible for overall implementation and maintenance of the Injury and Illness Plan is the Human Resources Office. Specifically the Human Resources Officer/Safety Officer serves as the responsible person and IIPP administrator for safety at the District. As the program administrator he receives complete support and authority from District management for this program. In addition, the IIPP Administrator will work directly with division directors or designees in implementing the IIPP at the division level. It is the responsibility of the IIPP Administrator to ensure overall implementation of the IIPP by directing from a District level the following tasks:

- 1) Review methods and procedures for correcting unsafe and unhealthy conditions and work practices;
- 2) Ensure that employees receive training programs on general and specific safety and health practices;
- 3) Ensure that there is a procedure for communicating to employees, in an understandable manner, BAAQMD safety and health rules and procedures;
- 4) Ensure that records on training, inspections, and corrective measures are properly maintained, as required by this Injury and Illness Plan and other Cal/OSHA-required programs.

Assisting the IIPP Administrator will be the following individuals:

Division Director

The division director or designees are responsible for the following:

- 1) Remain informed about safety and health regulations affecting District employees within their division and at field offices.
- 2) Investigate accidents and incidents that have occurred, identify the corrective action necessary to prevent a similar accident from occurring.
- 3) Ensure that regular health and safety inspections are conducted within their division.
- 4) Supervisors of employees conducting field work will coordinate periodic field investigations to ensure employees are working in a safe manner and necessary safety training and equipment is provided.
- 4) Report to the IIPP Administrator any unsafe or unhealthy conditions, which they cannot correct or that affect multiple divisions.
- 5) Ensure that employees receive training on general and specific safety and health concerns that affect employees within the division.
- 6) Serve as a health and safety liaison between employees within the division and the IIPP Administrator.

Employees

To ensure compliance with the IIPP, employees are responsible for the following:

- 1) Follow all safety and health regulations and safe work practices, including using personal protective equipment (where required) and complete all required safety and health training.
- 2) Report all injuries immediately to the manager/supervisor.
- 3) Report to their supervisor or division director any unsafe or unhealthy conditions at the work site that may affect District personnel. Employees may report unsafe or unhealthy conditions directly to the IIPP Administrator.

IDENTIFICATION AND EVALUATION OF WORKPLACE HAZARDS

The San Francisco office will be inspected on a quarterly basis. The laboratory and garage will be inspected monthly. Fixed field monitoring locations will be inspected on a quarterly basis. Each division is responsible for conducting inspections within its areas of concern. All field offices will be inspected at least semi-annually. The division director or designee will ensure regular inspections to assess record and provide for correction of hazardous and potentially hazardous conditions that may exist.

Field operations will be inspected on a quarterly basis. The Enforcement Division Safety and Training Coordinator (Air Quality Specialist) will accompany a representative number of field inspectors on site visits on a quarterly basis to review health and safety issues and to assist in planning for future training and in-service programs.

Each BAAQMD vehicle will be inspected before use. Any unsafe conditions will be corrected prior to operation. If the unsafe condition can not be corrected immediately, the vehicle shall not be used until it is repaired

A record of formal inspections will be maintained. The record will include the name(s) of the individuals who participated in the inspection; date of the inspection; any identified unsafe or unhealthy condition or work practices and the corrective action to remedy the problem, if known. Inspection reports will be maintained by the division director or designee.

Inspections will be conducted at the following intervals, in addition to those times mentioned above:

- Whenever new substances, processes, procedures, or equipment are introduced to the workplaces that represent a new occupational safety and health hazard.
- Whenever BAAQMD is made aware of a new or previously unrecognized hazard.
- At the discretion of management when conditions may warrant an inspection.
- When workplace injuries or illnesses occur.

ACCIDENT, INJURY AND ILLNESS INVESTIGATIONS

When accidents, injuries, or illnesses occur on the jobs that require medical care, they will be thoroughly investigated by the division director or designee. Investigations may include the IIPP representative as appropriate. The division director or designee will complete the *Supervisor's Report of Accident*, which is attached to this IIPP as Appendix A. The IIPP Administrator Coordinator will be immediately notified of serious or multiple injuries/illnesses.

Note: The *Supervisor's Report of Accident and Employee's Claim for Workers' Compensation Benefits* must be filled out and sent to the main office at 939 Ellis Street, San Francisco, CA 94109 within the next business day of the accident. The Human Resource Department (415 749-4980) must be notified immediately of all workplace injuries/illnesses.

METHODS AND PROCEDURES FOR CORRECTING UNSAFE OR UNHEALTHY CONDITIONS AND WORK PRACTICES

- 1) All identified unsafe or unhealthy work conditions or work practices will be evaluated as to the seriousness of the hazard and the potential for injury or illness.
- 2) Under no conditions will BAAQMD personnel be required or permitted to work under conditions which pose a clear or imminent hazard, which could directly result in immediate and severe injury or illness.
- 3) When an imminent hazard exists that cannot be immediately corrected without endangering employees and/or property, the following steps will be followed;
 - Remove all potentially endangered employees;
 - Provide employees responsible to correct the condition with necessary safeguards;
 - Correct the problem; and
 - Document the corrective action and date corrected in accordance with this section.
- 4) Problems that cannot be corrected immediately will be assigned to the division director or designee. The IIPP Administrator is available for consultation and assistance in correcting workplace hazards.
- 5) Written documentation of corrective action for health and safety hazards will be maintained by the division director or designee. Records shall include at a minimum, person(s) conducting the inspection or evaluation; the unsafe conditions and work practices that have been identified; and, actions taken to correct the identified condition or work practice. The Inspection Findings/Corrective Action Form in Appendix A may be used to document corrective action.

TRAINING AND INSTRUCTION

Employees shall receive training and instruction in the following areas:

- 1) All employees will receive general training on safety and health work practices, including the IIPP, office safety, emergency evacuation notification and evacuation and fire protection.
- 2) Specific instruction with respect to hazards unique to the job assignment such as:
 - Evacuation procedures
 - Fire Protection
 - Material handling,
 - Chemical safety,
 - Laboratory safety,
 - Vehicle Safety/Defensive Driver Training

- 3) In-Service trainings of specific health and safety issues as necessary for affected employees, such as respiratory protection, fall protection, confined space entry, etc.

BAAQMD will also provide training regarding this IIPP:

- 1) To all new employees (including emergency action plan),
- 2) To all workers with respect to hazards specific to their work assignment,
- 3) To all employees given new job assignments for which training has not previously been received,
- 4) Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard,
- 5) Whenever BAAQMD is made aware of new or previously unrecognized hazards,
- 6) For supervisors to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed.

All training is documented for each employee with the following information given:

- a) Employee name
- b) Training dates
- c) Types of training (e.g., topic and format)
- d) Training provider(s)
- e) Employees sign-off signature

In accordance with this IIPP, training is the responsibility of the employee's supervisor. Training assistance and coordination can be provided by the IIPP Administrator and the Enforcement Division, Training and Safety Coordinator. BAAQMD Enforcement Division conducts regular and mandatory training on health and safety issues.

Training may be either through group presentations or one-on-one coaching. Supervisory personnel must be familiar with safety and health hazards to which employees, under their immediate direction and control, may be exposed.

COMMUNICATION OF SAFETY AND HEALTH MATTERS

It is the policy of BAAQMD to ensure that employees clearly understand the safety rules, safe work practices and other safety procedures that impact their work. The elements and requirements of the IIPP and all aspects of its safety and health program shall be communicated in a readily understandable manner to all employees. BAAQMD will employ the following methods of communication:

- Attendance at the training classes and safety meetings. Documentation of safety training and safety meetings must be sent to the division director or designee for recordkeeping. Training and meetings may be documented on the Safety Training and Meeting form in Appendix A.
- Safety memos posted or distributed as necessary to all affected employees, which contain specific safety and health information of current or relevant interest to employees.
- The required OSHA Safety and Health Protection on the Job Posters and other mandated posters displaced on the bulletin boards in each facility.

Employees are encouraged to report existing or potentially hazardous conditions or unsafe work practices to their manager/supervisor so that necessary action (including training, purchase of appropriate equipment, etc.) can be taken in a timely manner. Employees who report such conditions will not be disciplined nor will they suffer any reprisals due to such actions. Employees may anonymously phone or email safety or health concerns to the IIPP Administrator. The information will be investigated within 48 hours. Emergency situations will be investigated as soon as practical.

District Safety Committee Meetings

At least quarterly under the direction of the IIPP Administrator, District safety meetings will be held to discuss and review the following:

- New safety and health policies and procedures affecting operations.
- Review results of periodic scheduled workplace inspections.
- Reviews investigations of workplace injuries/illnesses.
- Review investigations of alleged hazardous conditions brought to the attention of any committee member.

The committee is comprised of management and labor representatives from the divisions. A written record of each meeting will be maintained and posted on the employee bulletin board. Copies will also be distributed to affected employees for their information.

EMPLOYEE COMPLIANCE/DISCIPLINARY POLICY

It is BAAQMD's policy that all employees are required to follow safety policies and operating procedures. When needed, employees will be provided with additional training and information, or re-training to maintain their knowledge of BAAQMD's safety policies. In the event that disciplinary action is indicated due to violation of the safety plan and operating procedure, such action will be administered in accordance with the applicable District policy (i.e. Administrative Code or Memorandum of Understanding as the case may be). Disciplinary action will be documented and placed in employee's personnel file.

Discipline is intended to encourage employee compliance with the IIPP. Repeated unsafe, unhealthy work practices are remedied through corrective action. If the offense is egregious or willful, immediate disciplinary action should be taken. The Human Resources Office must be consulted on disciplinary action.

APPENDIX A

**DOCUMENTATION OF INITIAL TRAINING
DOCUMENTATION OF SAFETY TRAINING AND MEETINGS
SUPERVISORS REPORT OF ACCIDENT
SAMPLE CHECKLIST FOR SITE SAFETY AND HEALTH INSPECTIONS
INSPECTION FINDINGS/CORRECTIVE ACTION FORM**

SAFETY COMMITTEE

PURPOSE:

The purpose of the Safety Committee is to discuss and review the following:

- New safety and health policies and procedures affecting operations
- Review results of periodic scheduled workplace inspections
- Review investigations of workplace injuries/illnesses
- Review investigations of alleged hazardous conditions brought to the attention of any Committee member

STRUCTURE:

The Committee is comprised of management and labor representatives from the divisions.

HOW OFTEN TO MEET:

At least quarterly under the direction of the IIPP Administrator/Safety Officer.

MINUTES OF MEETINGS:

A written record of each meeting will be maintained on the "P" drive/LIBRARY/Safety Committee. Copies will also be distributed to the Committee members for their information.

SAFETY OFFICER:

- The Human Resources Officer is the Safety Officer and serves as the responsible person and IIPP administrator for safety at the District
- As the plan administrator, works directly with division directors or designees in implementing the IIPP at the division level
- Coordinates all safety activities for the District
- Analyzes results to determine the effectiveness of Injury & Illness Prevention Plan
- Directs activities of those involved in the daily management of employee safety, including safety training and education, hazard identification, fire prevention and all other areas involving injury and illness prevention
- Monitors the safety program to ensure that it meets federal, state and local safety standards

Content taken from Injury Illness Prevention Plan dated January, 2007



91 San Carlos Way • Novato, CA. 94945

6-17-09

To Whom It May Concern:

This serves as the required documentation of the annual building floor monitor training class and the annual fire drill for the building located at 939 Ellis Street, San Francisco, CA.

The floor monitor training class took place on April 29, 2009, and provided building specific training on topics including:

- Fire Prevention
- Response to a fire
- Earthquake preparedness
- Emergency supplies
- Duties of the Floor/Tenant Wardens
- Duties of the Searchers, Stair and Elevator Monitors
- Duties of the Aides to Those Requiring Evacuation Assistance

The building fire drill took place on June 17, 2009, at 10:30. The building alarm was sounded by activating the 7th floor elevator lobby smoke detector. The tenants completely evacuated the building within 6 minutes. The evacuation took place as described in the building's emergency response plan. The movement of tenants took place in an orderly and timely manner. The tenants assembled in the proper areas and reported to building management. The drill was witnessed by Station 5 personnel from the San Francisco Fire Department. Please contact me directly if I can be of assistance in regards to the above activities.

Dave Planka
President
Life Safety Services Inc.

INTRODUCTION

It is the policy of Bay Area Air Quality Management District (BAAQMD) that accident prevention, and preparation for disasters and emergencies, shall be considered of primary importance in all phases of its programs and administration. BAAQMD shall promote and maintain safe and healthy working conditions for all staff, and establish and insist upon safe practices at all times by employees. BAAQMD shall also develop and maintain disaster and emergency plans to assist all staff in the event of an emergency.

The prevention of accidents is an objective affecting all levels of the organization and its activities. It is, therefore, a basic requirement that each supervisor make the safety of employees and clients an integral part of his or her regular duties. It is equally the duty of each employee to understand, accept and follow established safety and emergency regulations and procedures.

Reasonable efforts shall be made to provide adequate training to employees. However, if an employee is ever in doubt about how to do a job safely, or how to respond in an emergency, it is their duty to ask a supervisor for assistance.

Employees are expected to: assist Supervisors and Managers in accident prevention activities; report unsafe conditions; and give fellow staff, who need help, reasonable assistance to perform a task safely. Everyone is responsible for the housekeeping duties that are required to maintain a safe work site.

Any injury that occurs on the job must be reported to a Supervisor or Manager as soon as possible. In no circumstance, except in an emergency, should an employee leave work without reporting an injury that occurred.

This manual is in compliance with Senate Bill 198 (Illness and Injury Prevention Plan, or IIPP) and standards set forth by the State's OSHA (Occupational Safety and Health Administration) Board.

SAFETY AT DISTRICT SITES

The design of all program and office sites, and the equipment and material used shall:

- meet required professional, legal, licensing and safety standards based on the services provided.

Each program and office site shall provide adequate lighting to allow for safe egress in the event of a power failure. An alternate source of lighting, not dependent on the primary power source, shall be provided to allow safe egress at night, or at other times when natural lighting is not adequate.

All program and office sites shall have equipment installed for fire detection, warning and suppression that is appropriate to the needs of the persons served, and the personnel. This equipment shall include at least two of the following: smoke and/or heat detectors, automatic fire suppression devices above stoves, fire extinguishers, and sprinkler systems.

Daily operations and staff performance shall always reflect an awareness of the need to maintain a safe and healthy environment.

On an annual basis (*See: Injury and Illness Prevention Plan, Page 3*) the Safety Officer or his designate shall conduct a Safety Inspection to evaluate any conditions that may compromise the safety of all BAAQMD sites; and on a quarterly basis do the same for the Laboratory and Garage. (*Injury and Illness Prevention Plan, Page 3*). Results of the Safety Inspection shall be documented on the "Quarterly Safety Inspection Form". (*Injury and Illness Prevention Plan, Appendix*) Results of the inspection, along with other safety-related matters, shall be discussed with staff at the next Safety Committee meeting.

STAFF SAFETY RESPONSIBILITIES, RULES and GUIDELINES

Every employee is responsible for working safely, both for self-protection and for protection of fellow staff members, and for supporting all District safety efforts. Specific employee safety responsibilities and guidelines are provided below.

1. If you are unsure how to do any task safely, ask your supervisor.
2. All work areas must be kept clean and orderly. All hallways and walkway areas must be kept free and clear of boxes and other items.
3. Do not operate any equipment you have not been trained and authorized to use. Before being used, all tools and equipment should be inspected for safe condition, grounding and operation. All equipment should be and maintained in accordance with the manufacturer's recommendations.
4. Report any safety hazards or defective equipment immediately to your supervisor.
5. Do not remove, tamper with or defeat any safety devices.
6. Never use any equipment with missing guards or safety devices.
7. Report all accidents and injuries, no matter how minor, to your supervisor immediately.
8. No one shall be in the possession of, or under the influence of, alcohol or controlled substances while on the premises.
9. Electrical cords and wires must be set up so that they do not pose a tripping hazard. Extension cords may not be used.
10. Use a stepladder or stool to reach stored items out of reach. DO NOT stand on chairs, boxes or furniture, or jump down from the ladder or stool. Do not use ladders to reach objects unless they are safety ladders and are secure.
11. All items must be stacked and stored in such a manner as to prevent tipping, toppling, shifting, slipping and falling. DO NOT store heavy items on shelves above shoulder height so as to prevent injury from falling objects during an earthquake.
12. Secure large, heavy cabinets to the walls with bolts. DO NOT hang heavy pictures or mirrors.
13. Use only light plastic pots for hanging plants.

14. Always follow these safe lifting procedures when lifting any object:
 - Bend your knees, not your back.
 - Keep the load close to your body.
 - Keep your back straight.
 - Lift with your legs.
 - Do not lift and twist.
15. DO NOT lift heavy loads by yourself. Ask for assistance.
16. Know and follow all District safety policies and rules, as well as fire department regulations that apply to your work site.
17. Shoes must be worn while on duty.
18. Follow all labeled instructions regarding the use and storage of all materials and supplies.
19. Spilled materials must be cleaned up immediately. Scrap, debris and waste must be disposed of properly.
20. In office sites, all exits must be clearly labeled as such.
21. Open only one drawer of a file cabinet at a time. Close file drawers when finished.

EXTERNAL INSPECTIONS

California State law provides that a representative from CAL-OSHA may perform random inspections of program sites to assure that BAAQMD is in compliance with required health and safety standards. CAL-OSHA is not required to give advance notice of these inspections.

Program sites shall have a comprehensive health and safety inspection performed by an external authority at least once every three years, upon occupancy of new quarters, or upon the addition of a major new process or piece of equipment (*Injury and Illness Prevention Plan, Page 3*). Managers shall schedule these in consultation with the Safety Officer.

Inspections shall be documented with a form that the inspector typically uses. A copy of the inspection report should be sent to the Safety Committee. The Committee shall review the inspection report and assure that any recommendations result in timely corrective actions.

Inspections shall be made by two competent authorities, from different sources, such as:

- A licensed or registered safety engineer.
- A representative of a California agency providing OSHA-type inspections on a consultative basis.
- An engineer or safety specialist familiar with special programs such as those provided by BAAQMD.
- A safety consultant who represents BAAQMD's fire or workers' compensation program, or who is in private practice.
- A representative of the State Fire Marshall's office or of a local fire department.
- A State or Federal technical assistance consultant with expertise in health and safety matters.

SAFETY TRAINING

Supervisors shall assure that new staff receive an orientation to health, safety and emergency procedures, and that periodic reviews of these procedures are made available for staff.

In addition, Safety Training or Safety Discussions shall occur whenever:

- An employee is given a new job assignment that has safety implications for which training had not previously been provided;
- New substances, procedures or equipment that represent a new hazard are introduced at the program site;
- BAAQMD is made aware of a new or previously unrecognized hazard;
- The Safety Officer initiates any immediate corrective action after being informed of a potential safety hazard;
- The Quarterly Safety Inspection is completed;
- The Safety Officer believes that additional safety training is necessary.

Whenever training or formal discussions occur, they shall be documented on the "Safety Training/Discussion Form". (See: *Injury and Illness Prevention Plan, Appendix*)

SMOKING

UNDER NO CIRCUMSTANCE, INCLUDING INCLEMENT WEATHER, IS SMOKING PERMITTED INSIDE ANY DISTRICT SITE. The purpose of this standard is to provide a smoke-free environment for non-smokers, and to minimize the possibility of smoking material causing a fire.

Smoking is permitted ONLY in outdoor areas. When smoking outdoors, it must be away from District sites and the individual is responsible to maintain a clean area with no ash or cigarette butts on the ground. Under no circumstances shall District employees encourage the sale or use of smoking materials.

Smokers who use pipes must empty the pipe of all remaining tobacco before the pipe is brought back into the District site.

DRUG-FREE WORKPLACE

The following is the District's policy regarding the work-related effects of drug use and the unlawful possession of controlled substances on District premises. The District's policy is as follows:

Employees are the District's most valuable resource and their health and safety is therefore a serious concern. Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is our intent and obligation to provide a drug-free, healthful, safe and secure work environment.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on District premises or while conducting District business off District premises is absolutely prohibited. Violations of this policy will result in disciplinary action in accordance with District policy and may have legal consequences.

The District recognizes drug dependency as an illness and a major health problem. Furthermore, employees have the right to work in an alcohol-free and drug-free environment and to work with persons free from the effects of alcohol and drugs. The District also recognizes drug abuse as a potential health, safety and security problem. Employees needing help in dealing with such problems are encouraged to use our employee assistance referral program and health insurance plans as appropriate. Conscientious efforts to seek such help will not jeopardize any employee's job. And will not be noted in any personnel records.

The Bay Area Air Quality Management District is therefore committed to maintaining a safe and healthy workplace free from the influences of alcohol and drugs and to comply with the requirements of the Drug-Free Workplace Act of 1988.

Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violation occurring on or off District premises while conducting District business. A report of the conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug-Free Workplace Act of 1988.)

WORKPLACE VIOLENCE

BAAQMD is committed to providing a work environment that is free of threats or acts of violence, and protects its employees from such conduct on its premises. In keeping with its commitment to a safe work environment, all District employees are prohibited from behavior that is violent, threatening or intimidating, while on duty or while conducting District business. Any such conduct will be treated seriously and may result in severe disciplinary measures, including termination.

Any employee who believes they have been subject to threats or acts of violence should report the matter to their supervisor or any other senior manager, and the complaint will be investigated. In some cases, the District may seek criminal prosecution. In all cases, the District will cooperate fully with criminal justice system authorities. BAAQMD will not tolerate retaliation against an individual for making a complaint or participating in the investigation of a complaint.

Keeping the workplace free of violence can only be accomplished if all employees take personal responsibility for being aware of and reporting potentially violent behavior. Therefore, it is expected that all employees will be responsible for reporting any incidents covered in this procedure to their supervisor or any other senior manager.

POTENTIALLY HAZARDOUS SUBSTANCES

Detailed information and procedures for handling hazardous materials and substances is found in:

Sections IV of this manual, "*Compliance and Enforcement Division Procedures*" and Section V of this manual, "*Laboratory Procedures – Chemical Hygiene Plan*".

In the event of an emergency:

To reach POISON CONTROL, dial 1-800-523-2222

EMERGENCY PROCEDURES FOR CONTACT WITH HAZARDOUS SUBSTANCES:

If swallowed:	DO NOT INDUCE VOMITING Drink water - just a few ounces CALL POISON CONTROL
Eye contact:	Flush with water for 20 minutes CALL POISON CONTROL
Skin contact:	Wash with water for 20 minutes CALL POISON CONTROL

COMPUTERS AND VIDEO DISPLAY TERMINALS

Staff members who spend extended periods of time working on a computer should follow the guidelines below related to POSTURE, EQUIPMENT POSITIONING, WORK HABITS, and EXERCISES.

POSTURE:

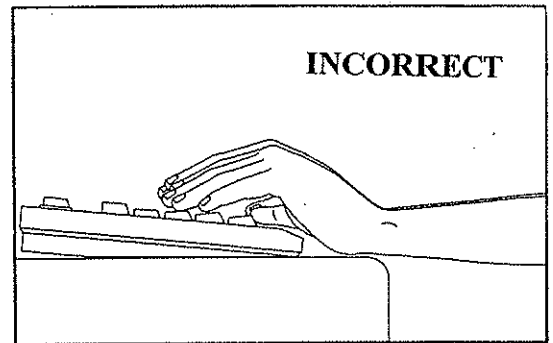
- a. Keep feet flat on the floor, and knees at an angle of 90 degrees or greater; Request footrests if desired.
- b. Adjust your chair so that the height enables you to keep your forearms parallel with the floor, and wrists straight.
- c. Position the chair's backrest and yourself so that your lower back is supported comfortably while working.
- d. Keep your hip angle at more than 90 degrees.
- e. Keep shoulders relaxed, and elbows at about 90 degrees.
- f. Shift your position throughout the day to keep muscles loose and to ease tension.



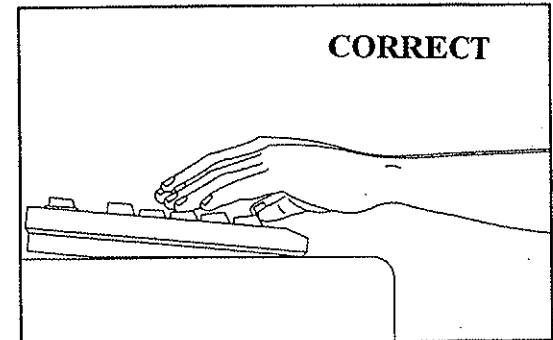
Your Forearms and Wrists Should Be Parallel with the Floor

KEYBOARD and MOUSE POSITIONING:

- a. The keyboard and mouse should be positioned so that your arms and hands are in a relaxed, comfortable position.
- b. Request a padded wrist rest if desired.
- c. Move your entire hand to reach keys at the uppermost row.
- d. Keep the keyboard flat, or at a low angle. If possible and comfortable for you, vary the angle slightly.
- e. Use a light touch - don't pound!
- f. Hold the mouse with a relaxed hand; do not grip tightly. Use entire arm to move the mouse.



Arching-Wrist Position-Incorrect



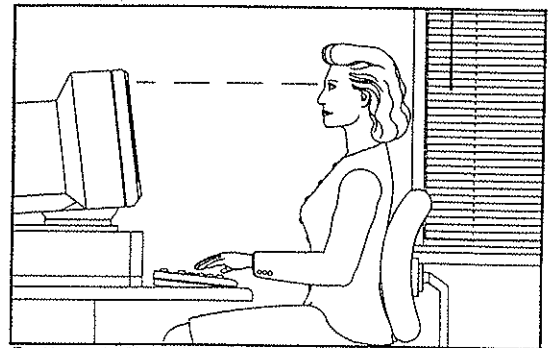
The Natural, Straight Line-Correct

WORK MATERIAL POSITIONING:

- a. Source materials should be at the same height, angle and distance as the computer screen, and arranged to the side(s) of the monitor.
- b. Request task lighting equipment or document holders if this would be helpful to you.

MONITOR POSITIONING:

- a. The top of the screen should be at, or just below, eye level.
- b. Your line of sight should be just below (about 15 degrees) horizontal.
- c. See your doctor about special VDT glasses if you use bifocals.
- d. Sit at a comfortable viewing distance - usually there should be 18-24 inches from your eyes to the screen.
- e. To keep glare at a minimum, move the screen or close blinds. Request glare screens/filters if needed, and keep them clean.
- f. Set brightness and contrast levels to achieve crisp letters against the background.



Top Line on the Display Should Be No Higher Than Eye Level

WORK HABITS:

- a. Work in a relaxed, natural position, avoiding awkward postures.
- b. Do not sit in one position for several hours. Perform other tasks and move around.
- c. Take breaks when you work at your computer for prolonged periods.

EXERCISES:

Try some of the following exercises for three minutes or so after several hours at a computer:

DEEP BREATHING: Breathe in slowly through your nose. Hold for two seconds, then exhale through your mouth. Repeat several times.

HEAD/NECK: Turn your head slowly from side to side, holding each turn for the count of three. Repeat 5-10 times.

EYES: Several times an hour, focus on an object at least 20 feet away, for at least 5 seconds. Close your eyes and cup your hands over them for five seconds several times a day.

UPPER BACK: With arms bent at shoulder height, push your elbows back. Hold for 5 seconds; repeat 5-10 times.

SHOULDERS: Roll your shoulders forward five times using a wide circular motion. Then roll your shoulders backwards five times. Repeat this cycle 5-10 times.

FINGERS/HANDS: Make a tight fist; hold for a second; then spread your fingers as far as you can. Hold for 5 seconds.

LOWER BACK: While sitting, slowly bend your upper body between your knees. Hold for a few seconds, then sit up and relax.

LEGS: Grasp the shin of your leg and pull slowly toward your chest. Hold for five seconds. Then do the other leg. Repeat several times.

OFFICE MACHINES AND EQUIPMENT

1. Do not use any office machines or equipment that pose a safety hazard unless you have received training and authorization to do so.
2. Do not attempt to repair office machines or equipment without proper authorization or training.
3. Do not wear loose clothing or jewelry around any machinery or equipment with moving parts.
4. Do not remove or deactivate any guards or protective devices on machines or equipment.
5. Before attempting repair, make sure that electric power to the machine is turned off.

USE OF TELEPHONE EQUIPMENT

1. Do NOT "cradle" a telephone handset between your neck and shoulder for long periods of time, OR repeatedly throughout the day.
2. If your job requires continual phone work, a headset should be used, as it will eliminate the need to "cradle" the phone by freeing up your hands. Do NOT share headsets.
3. Maintain good posture while using telephone equipment. Follow these guidelines:
 - a) Keep your feet flat on the floor;
 - b) Keep your knees at or about a 90-degree angle or greater;
 - c) Request a footrest if desired;
 - d) Adjust your chair to provide adequate lower back support;
 - e) Shift positions throughout the day to your muscles loose, and to ease tension;
 - f) Experiment to find what is comfortable for you.

LOCKOUT / TAGOUT POLICY & PROCEDURES

Lockout / Tagout is a very important safety procedure for isolating energy sources from machines or equipment to prevent them from being turned on while they are under repair. If this is not done correctly, serious injury can result. It is very important to follow a prescribed procedure for locking out the power to the equipment so that all employees are informed of the possible danger.

Purpose:

This procedure establishes the minimum requirements for the lockout or tagout of energy isolating devices whenever maintenance or servicing is done on machines or equipment. It shall be used to ensure that the machine or equipment is stopped, isolated from all potentially hazardous energy sources and locked out before employees perform any servicing or maintenance where the unexpected energization or start-up of the machine or equipment or release of stored energy could cause injury.

Compliance With This Program:

The supervisor is responsible for this program and will identify all isolating devices to be certain which switches, valves, or other energy isolating devices apply to each piece of equipment to be locked or tagged out. All employees are required to comply with the restrictions and limitations imposed upon them during the use of lockout. The authorized employees are required to perform lockout in accordance with this procedure. All employees, upon observing a machine or piece of equipment which is locked out to perform servicing or maintenance shall not attempt to start, energize or use that machine or equipment.

Locking Out Equipment:

The following procedure will be used by all personnel when locking or tagging out our machinery and equipment:

1. Notify all affected employees that the machine/equipment is going to be locked out and the reasons why.
2. The authorized employee shall refer to the District's procedures to identify the type and magnitude of the energy that the machine or equipment utilizes, shall understand the hazards of the energy, and shall know the methods to control the energy.
3. Stop the machine using normal procedures, and operate switches, valves, or other energy isolating devices to isolate it from its energy source.
4. Only lockout / tagout energy isolating devices, that meet the following criteria shall be used: pad lock, attachable by hand, equipped with one key which is to remain on the person who placed the lock on the equipment, shall be used.
5. After ensuring that no personnel are exposed, check on the disconnected energy sources by operating the normal controls to make certain the equipment will not function. Return the controls to the neutral or off position after the test.

6. The equipment is now properly locked out and maintenance/repair work can proceed.
7. If more than one individual is required to lockout or tagout equipment, each shall place his/her own personal lock on the energy isolating device. If the lockout device cannot accept multiple locks, a hasp may be used to accommodate two separate locks.

Restoring the Equipment to Service:

When the servicing or maintenance is completed and the machine or equipment is ready to return to normal operating condition, the following steps shall be taken;

1. After the repair work has been completed, be certain that all tools and nonessential items have been removed from the equipment, all equipment components are operationally intact, and all guards are in place.
2. Check the work area to ensure that all employees are in the clear before removing the lockout devices to energize and test the equipment.
3. Verify that the controls are in neutral.
4. Remove the lockout device(s) and re-energize the machine or equipment.

NOTE: The removal of some forms of blocking may require re-energization of the machine before safe removal.

5. Notify affected employees that the servicing or maintenance is completed and the machine or equipment is ready for use.

NOTE: This equipment repair shall be documented in the file as to what repairs were completed and by whom.

FIRE PREVENTION

The following procedures have been designed to reduce risks associated with fires:

SMOKING AREAS: UNDER NO CIRCUMSTANCE, INCLUDING INCLEMENT WEATHER, IS SMOKING ALLOWED INSIDE ANY BAAQMD SITE. All tobacco remaining in pipes must be emptied before a pipe is brought back into a site. Do not discard smoking materials into drainage grates or any other place that may hold flammable materials.

SMOKE DETECTORS: At all sites are equipped with smoke detectors. Monthly checks are done by the Safety Committee.

FIRE DRILLS: The Safety Officer is to assure that fire drills are conducted semi-annually at all program sites. Vary the pattern of the drills.

ORIENTATIONS: Part of the orientation for new staff shall show the new staff person the evacuation routes for the building and the location of fire extinguishers and alarm pull stations. Staff must also understand the rules on smoking and similar measures designed to reduce risk from fire.

APPLIANCES: The annual site inspection shall include a review of personal electrical appliances, such as clocks, radios, coffee warmers/pots, etc. Those that are deemed to present a fire hazard (e.g. frayed or spliced wiring, cracked protective covers, etc.) will be removed from the worksite.

CANDLES: Candles and incense are not allowed and may not be lighted for any purpose.

FLAMMABLE/COMBUSTIBLE SUBSTANCES: Details on storing all such chemicals and substances are found in Section V of this Manual, *Laboratory Procedures*.

EXTENSION CORDS: Extension cords of any size are NOT allowed at BAAQMD sites. Surge protectors are allowed.

AUTOMATIC FIRE SUPPRESSION EQUIPMENT: If at any BAAQMD sites, automatic fire suppression equipment such as a sprinkler or foam system is in place, State law requires that these systems are to receive a maintenance inspection on a quarterly basis, and a service every five years. The Safety Officer shall assure that these systems are checked on a timely basis by a contractor licensed to perform these services. Records of these inspections and services should be forwarded along with the Quarterly Safety Inspection forms.

FIRE EXTINGUISHERS: Extinguishers are in place at all District sites. Above each is a sign designating the location. Monthly checks of extinguishers shall be done by the Safety Officer or designate. As soon as an extinguisher is used, the Safety Officer shall assure that arrangements are made to re-charge the unit, and that a temporary unit is installed. Floor Monitors shall assure that fire extinguishers are checked at least annually by a contractor licensed to perform these services.

USE OF FIRE EXTINGUISHERS: Extinguishers should be sprayed at the base of the flames, from a distance of approximately 6-10 feet. In general, if you feel the heat, you are probably standing too close and the spray from the extinguisher may spread the fire. Fires in stuffed chairs, sofas and similar furniture should be doused liberally with water, since these types of furniture can mask smoldering that subsequently could erupt into a larger fire. If possible, the furniture should be moved outside and away from anything flammable. Whether or not the furniture is moved, the fire department should be notified. Inform the fire department that although there is no fire apparent, you want them to confirm that there is no further risk from smoldering.

HOLIDAY TREES: Holiday trees may only be used if they have been treated with a fire retardant material. If tree lights are used they must be examined for frayed wires before being placed on a tree. Trees should be removed promptly after the holidays.

EXIT DOORS and HALLWAYS: All interior and exterior exit doors must not be obstructed. Exterior exit doors must be unlocked from the inside when the building is occupied. Hallways must be free of obstructions.

DEBRIS: Debris and waste material shall not be left to accumulate within or outside District sites. Debris shall only be stored in a metal or UL approved plastic garbage can.

LIGHT BULBS: Halogen light bulbs should not be used as they can generate excessive heat that can lead to fire or injury.

MEDICAL EMERGENCIES

1. If the injury appears to be serious or life-threatening, CALL 911 IMMEDIATELY, and do the following:
 - Give the phone number from where you are calling;
 - Give the address and any special directions about how to reach the victim;
 - Describe the victim's condition;
 - Give your name;
 - Do not hang up until directed to by the 911 operator.
2. Administer first aid, if appropriate. **DO NOT MOVE THE INJURED PERSON IF THERE IS ANY POSSIBILITY OF BACK OR NECK INJURY.**
3. Have all staff move away to a safe area.
4. If the injured person is to be transported to a hospital, notify the hospital about the impending arrival and describe the circumstances of the injury.
5. If possible, arrange for someone to accompany the seriously injured clients to the Emergency Room.
6. If the emergency to a staff is of a serious or life-threatening nature, notify the Human Resource Department so that they can immediately contact the family ASAP.

THE FOLLOWING PAGES REVIEW PROCEDURES THAT CAN BE USED FOR MEDICAL EMERGENCIES. THEY ARE **NOT** MEANT AS A SUBSTITUTE FOR A COURSE IN FIRST AID AND CPR.

LEARN CPR

You Can Do It!

CPR IN THREE SIMPLE STEPS

(Please try to attend a [CPR training course](#))

 [CLICK HERE FOR A VIDEO DEMONSTRATION](#)

1. CALL

Check the victim for **unresponsiveness**. If there is no response, Call 911 and return to the victim. In most locations the emergency dispatcher can assist you with CPR instructions.



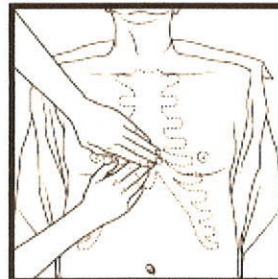
2. BLOW

Tilt the head back and listen for **breathing**. If not breathing normally, pinch nose and cover the mouth with yours and blow until you see the chest rise. Give 2 breaths. Each breath should take 1 second.



3. PUMP

If the victim is still not breathing normally, coughing or moving, begin chest compressions. **Push** down on the chest 1 1/2 to 2 inches 30 times right between the nipples. Pump at the rate of 100/minute, faster than once per second.



CONTINUE WITH 2 BREATHS AND 30 PUMPS UNTIL HELP ARRIVES

NOTE: This ratio is the same for one-person & two-person CPR. In two-person CPR the person pumping the chest stops while the other gives mouth-to-mouth breathing.

What complications can occur?



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Breathing

Choking

Anything stuck in the throat blocking the air passage can stop breathing and cause unconsciousness and death within 4 to 6 minutes.

The universal distress signal is used to indicate an airway obstruction.



1. Do not interfere with a choking victim who can speak, cough or breathe. However, if the choking continues without lessening, call for emergency medical help.

2. If the victim cannot speak, cough or breathe, immediately have someone call for emergency medical help while you take the following action:

A. For a conscious victim:

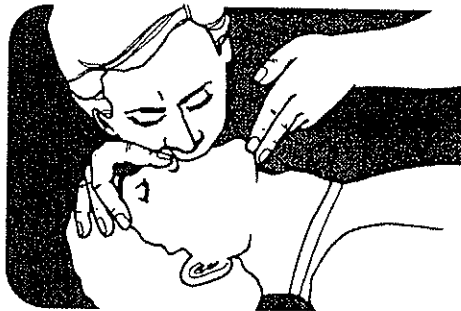
1. Stand behind the victim, who can be standing or sitting, wrap your arms around his or her middle just above the navel. Clasp your hands together in a doubled fist and press in and up in quick thrusts. No pressure should be exerted against the rib cage with the rescuer's forearms.



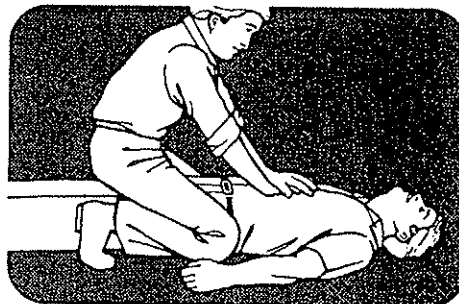
2. Repeat procedure until the victim is no longer choking or becomes unconscious.

B. For an unconscious victim:

1. Place the victim on the floor or ground and give rescue breathing. (See Rescue Breathing section.) If the victim does not start breathing and it appears that your air is not going into the victim's lungs—



2. Roll the victim onto his or her back and give one or more manual thrusts. To give the thrusts, place one of your hands on top of the other with the heel of the bottom hand in the middle of the abdomen, slightly above the navel and below the rib cage. Press into the victim's abdomen with a quick upward thrust. Do not press to either side. Repeat 6 to 10 times if needed.

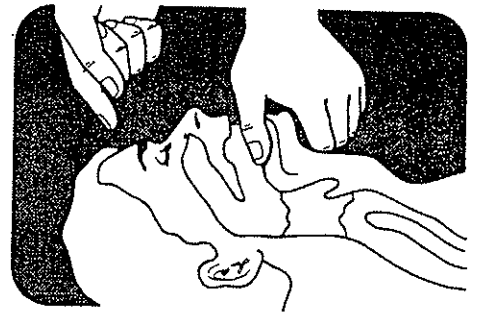


3. Clear the airway.

A. Hold the victim's mouth open with one hand using your thumb to depress the tongue.

B. Make a hook with the pointer finger of your other hand, and in a gentle sweeping motion reach into the victim's throat and feel for a swallowed foreign object which may be blocking the air passage. Repeat until successful:

- (1) 6 to 10 abdominal thrusts.
- (2) Probe in mouth.
- (3) Try to inflate lungs.
- (4) Repeat



Note: If the object has not been retrieved, but the swallower suddenly seems all right, play it safe...take him or her directly to the hospital. This is especially critical if the swallowed object is a fish bone, chicken bone or other jagged object that could do internal damage as it passes through the victim's system.



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Breathing

Unconscious Person

Breathing is the most critical thing we must do to stay alive. A primary cause of death is lack of air!

Be careful approaching an unconscious person. He or she may be in contact with electrical current. If that is the case, turn off the electricity before you touch the victim.

There are hundreds of other possible causes of unconsciousness, but the first thing you must check for is breathing.

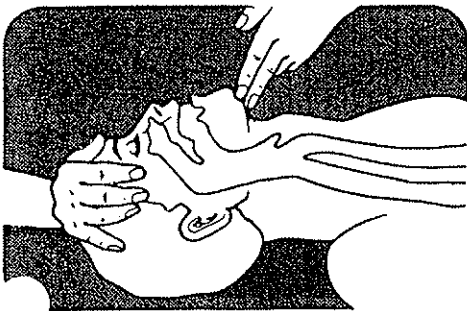
1. Try to awaken the person:
Tap or shake the victim's shoulder gently.
Shout: "Are you all right?"

2. If there is no response, check for signs of breathing.

- A. Be sure the victim is lying flat on his or her back. If you have to, roll the victim over. Turn his or her head with remainder of body as a unit to avoid possible neck injury.
- B. Loosen tight clothing around the neck and chest.

3. Open the airway:

- A. If there are no signs of head or neck injury, place one hand on the victim's forehead and apply firm, backward pressure with the palm to tilt the head back.
- B. Place the fingers of the other hand under the bony part of the lower jaw near the chin and lift to bring the chin forward, thus supporting the jaw and helping to tilt the head back.

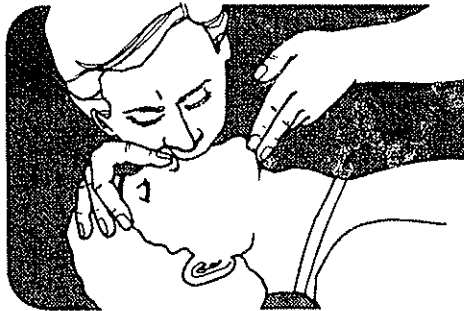


- C. Place your ear close to the victim's mouth. Listen for breath sounds. Watch his or her chest and stomach for movement. Check for at least 5 seconds.
- D. If there is any question in your mind, or if breathing is so faint that you are unsure...assume the worst!
- E. Give rescue breathing immediately. Have someone else summon professional help.

Rescue Breathing

1. Giving mouth to mouth rescue breathing to an adult.

- A. Put your hand on the victim's forehead, pinching the nose shut with your fingers, while holding the forehead back.
- B. Your other hand is under the victim's jaw lifting the chin slightly to maintain an open airway.
- C. Take a deep breath. Open your mouth wide. Place it over the victim's mouth. Blow air into the victim until you see his or her chest rise.



- D. Remove your mouth from the victim's. Turn your head to the side and watch the chest for a falling movement while you listen for air escaping from the victim's mouth as he or she exhales.



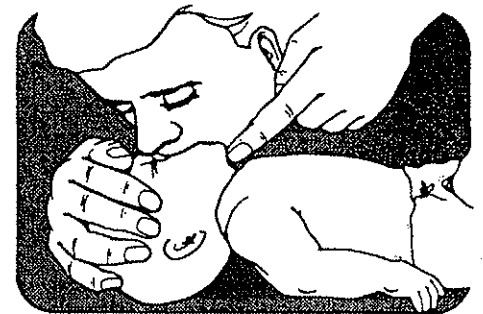
E. If you hear air escaping and see the chest fall you know that rescue breathing is working. Continue until help arrives.

F. Initially give 2 full breaths in succession; allow 1 to 1 1/2 seconds per breath. Repeat a single breath every 5 seconds. (12 breaths per minute.) Allow for chest deflation after each breath.

G. Check the victim's pulse. (See Heart Attack section.)

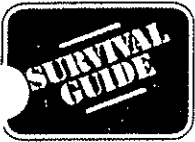
2. Giving mouth to mouth rescue breathing to infants and small children.

- A. Be careful tilting a small child's head back to clear the airway. It should not be tilted as far back as an adult's. If tilted back too far, it will make the obstruction worse.
- B. Cover the child's mouth and nose with your mouth. Initially give 2 full breaths in succession; allow 1 to 1 1/2 seconds per breath.
- C. Blow air in with less pressure than for an adult. Give small puffs. A child needs less.
- D. Feel the chest inflate as you blow.



- E. Listen for exhales.
- F. Repeat once every 3 seconds. 20 breaths per minute.

Note: It may take several hours to revive someone. Keep up rescue breathing until help arrives to relieve you. Remember, you are doing the breathing for the victim. If you stop—in about 4 to 6 minutes—he or she could be dead! Even if the victim begins to breathe on his/her own, call for professional help.



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Bleeding, Broken Bones and Seizure

Head Injuries

If there is bleeding from an ear, it can mean that there is a skull fracture.

1. Special care must be taken when trying to stop any scalp bleeding when there is a suspected skull fracture. Bleeding from the scalp can be very heavy even when the injury is not too serious.

2. Don't press too hard. Be extremely careful when applying pressure over the wound so that bone chips from a possible fracture will not be pressed into the brain.

3. Always suspect a neck injury when there is a serious head injury. Immobilize the head and neck.

4. Call for emergency help. Let a professional medical person clean the wound and stitch it, if necessary.

5. Do not give alcohol, cigarettes or other drugs. They may mask important symptoms.

Internal Bleeding

Warning Signs: coughing or vomiting up blood or "coffee ground" material. Passing blood in urine or stool. Passing black tar-like bowel movements. All require immediate medical attention!

1. Have the victim lie flat and relax.

2. Do not let the victim take any medication or fluids by mouth until seen by a doctor who permits it.

3. Obtain emergency medical help immediately.

Broken Bones

Broken bones usually do not kill. Do not move the victim, unless the victim is in immediate danger of further injury.

1. Check for:

A. Breathing Give Rescue Breathing if needed.

B. Bleeding Apply direct pressure over the site.

C. Shock Keep the victim calm and warm.

2. Call for emergency help.

3. Do not try to push the broken bone back into place if it is sticking out of the skin. Do apply a moist dressing to prevent drying out.

4. Do not try to straighten out a fracture. Let a doctor or trained person do that.

5. Do not permit the victim to walk about.

6. Splint unstable fractures to prevent painful motion.

Seizure

It is an alarming sight; a person whose limbs jerk violently, whose eyes may roll upward, whose breath may become heavy with dribbling or even frothing at the mouth. Breathing may stop in some seizures, or the victim may bite his or her tongue so severely that it may bleed and cause an airway obstruction. Do not attempt to force anything into the victim's mouth. You may injure the victim and yourself.

1. During the seizure:

A. There is little you can do to stop the seizure.

B. Call for help.

C. Let the seizure run its course.

D. Help the victim to lie down and keep from falling, to avoid injury.

E. Loosen restrictive clothing.

F. Use no force.

G. Do not try to restrain a seizure victim.

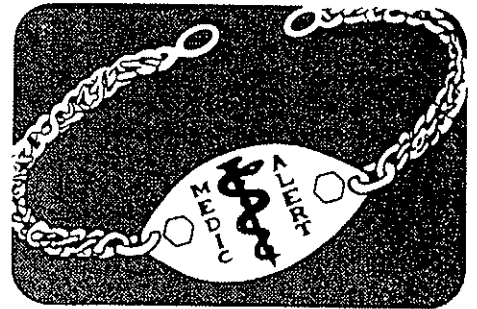
H. Move objects out of the way which may injure the victim (i.e. desk, table, chair, etc.).

I. If an object endangers the victim and cannot be moved, put clothing or soft material between the seizure victim and the object.

2. After the seizure:

A. Check to see if the victim is breathing...If he or she is not...give Rescue Breathing at once. (See Rescue Breathing section.)

B. Check to see if the victim is wearing a Medic Alert, or similar, bracelet, necklace, etc. It describes emergency medical requirements.



C. Check to see if the victim has any burns around the mouth. This would indicate poison.

3. The victim of a seizure or convulsion may be conscious, but confused and not talkative when the intense movement stops. Stay with the victim. Be certain that breathing continues. Then, when the victim seems able to move, get medical attention.

 SEARCH

DISEASES AND CONDITIONS

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Dec 9, 2007

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- Anaphylaxis
- Animal bites
- Black eye
- Blisters
- Bruise

- Burns
- Cardiopulmonary resuscitation (CPR)
- Chemical burns
- Chemical splash in the eye
- Chest pain

- Choking
- Corneal abrasion (scratch)
- Cuts and scrapes
- Dislocation
- Electrical burns

- Electrical shock
- Fainting
- Fever
- First-aid kits
- Food-borne illness

- Foreign object in the ear
- Foreign object in the eye
- Foreign object in the nose
- Foreign object in the skin
- Foreign object inhaled

- Foreign object swallowed
- Fractures (broken bones)
- Frostbite
- Gastroenteritis
- Head pain

- Head trauma
- Heart attack
- Heat cramps
- Heat exhaustion
- Heatstroke

- Human bites
- Hypothermia
- Insect bites and stings
- Motion sickness
- Nosebleeds

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Incident Response Procedures

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b) TSD

c) CO

Bay Area Air Quality Management District Incident Response Procedures

I. Executive Summary

This Incident Response Plan outlines the Bay Area Air Quality Management District's (District) response to any major release of air contaminants (incident).

The District's primary role in an incident is to provide support for emergency first responders and to document any violations air quality standards. These incidents, which may result in major releases of air contaminants, require that District resources be utilized to support first responders and to help minimize the impact of the incident on the public. The District becomes involved in an incident based on direct observations, referrals from other agencies, direct notifications from companies, news media reporting, and/or air pollution complaints from the public.

As provided by state law, emergency response agencies (i.e., the California Highway Patrol, Sheriff, local police, or local fire agencies) have the primary responsibility for scene management during an accidental release or emergency incident. The District is neither an emergency response agency nor a first responder. However, the District's incident response contributes in an advisory or support capacity to emergency response agencies utilizing District resources and expertise for air sample collection, air monitoring, laboratory analysis, inspection, investigation, enforcement, identifying air emissions, health effects, media coordination and general public messaging

Incident response is defined as an organized approach to addressing and managing the series of events during and after a major incident. The goal is to handle the incident in a way that limits public exposure to air contaminants and minimizes the impact of the incident. These incident response procedures define what constitutes an incident and provides a process to follow when an incident occurs.

The District's incident response team consists of a group of District staff members who prepare for and respond to emergency incidents. Incident response team members are trained and prepared to carry out the roles prescribed by the specific situation. As the size of an incident grows, and as more resources are drawn into the incident response, the situation will shift through several phases. In a small-scale incident, typically the Compliance and Enforcement Division (CED) staff will respond. In small but growing, and larger events, more District resources will be needed to respond to the incident.

The District utilizes the Contra Costa Community Warning System (CWS) as a guide to establishing the level of response to an incident. The following CWS levels define an incident and the corresponding response from the District.

Level 1 - A facility incident is in progress and can be handled within the facility's boundaries with no effect on areas outside the facility. The District's CED is notified and evaluates the situation.

Level 2 - A facility incident is in progress and it appears that it can be handled within the boundaries of the facility. However, outside areas could be affected. The District's CED is notified and evaluates the situation for possible community impacts. Initial contact with the Technical Services and Communications Divisions may be initiated based on the specifics and duration of the incident.

Level 3 - A facility incident is in progress that will or has affected offsite areas. A Shelter-In-Place may be called by either the facility or Contra Costa County Health Department. The District's CED is notified, inspectors are deployed to the scene and CED Director is notified. The Technical Services and Communications Divisions, and other District resources are deployed and utilized as needed.

District procedures are described in greater detail the appendixes.

II. Incident Response Procedures

A. Incident Definition

For the purpose of this document, an "incident" is defined as:

Any non-routine release of an air contaminant that may cause adverse health consequences to the public or to emergency personnel responding to the release, or that may cause a public nuisance or off-site environmental damage. The following are examples of non-routine releases requiring a District response:

- Chemical or particulate releases
- Chemical spills resulting in airborne emissions
- Petroleum refinery or chemical plant upsets
- Commercial building fires where hazardous materials are involved

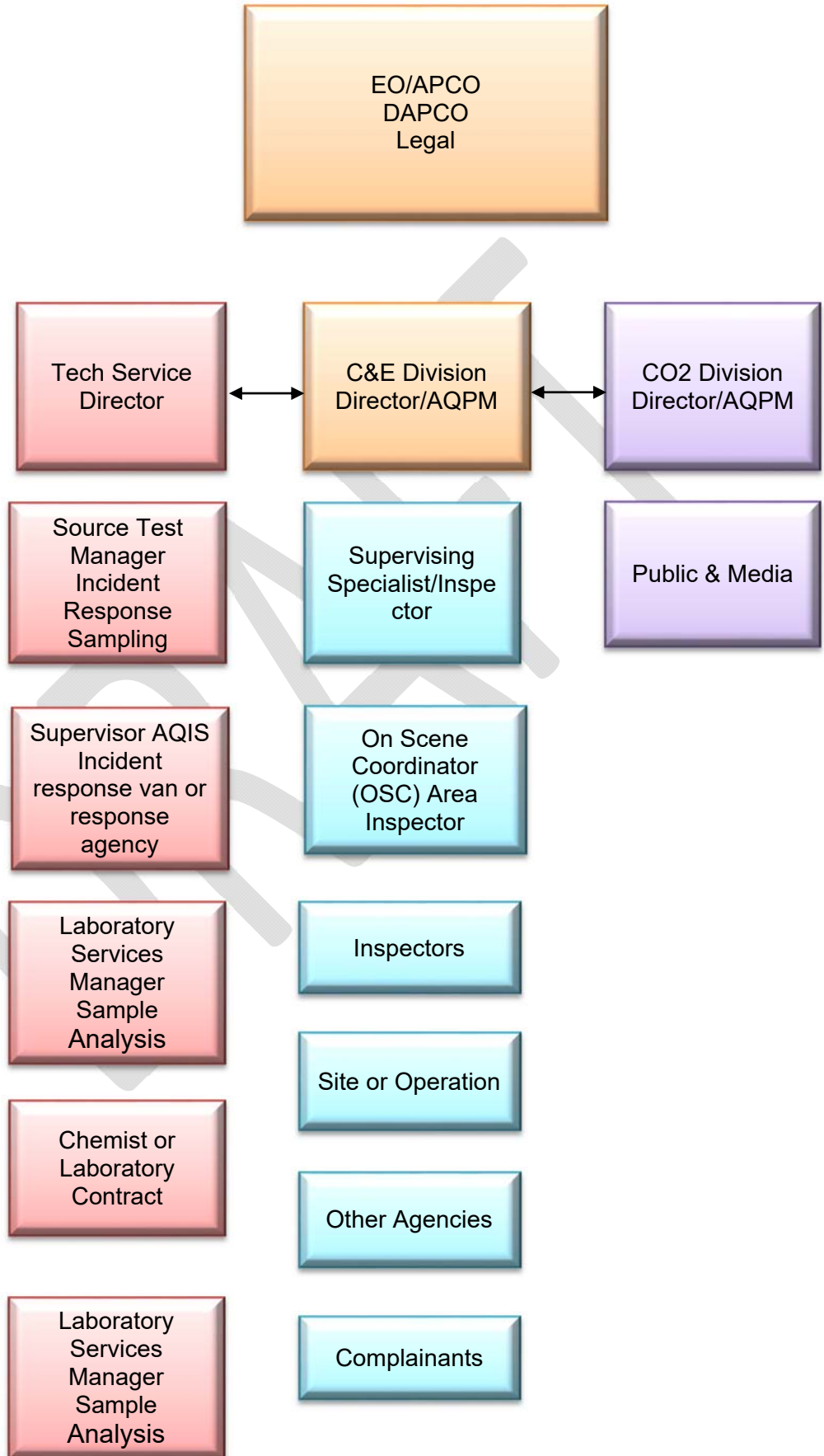
Note: Non-commercial structure fires or wildfires are not considered an incident.

B. Response

Based on the incident response level the amount of District resources utilized during any incident will be determined by the Director of Compliance and Enforcement in consultation with the Directors of Technical Services and Communications as needed. The executive office (APCO, DAPCO's and Health and Science Officer) will be consulted and briefed on the state of the incident.

DRAFT

Incident Response Organizational Chart



On-scene responses are handled by the CED field staff. Incident information flow and decisions on resource allocations are funneled through the CED Director or his designee to the following District resource options:

- 1) Technical Services Director or his designee for sampling and monitoring options,
- 2) Communications and Outreach Director or her designee for communication options,
- 3) Health and Science Officer for public health effect messaging
- 4) Engineering Director for emissions modeling

Provides briefing to:

- 5) Air Pollution Control Officer &
- 6) Deputy Air Pollution Control Officers

The information flow and decisions on resource allocations are described in Appendix A

C. Resources and Roles

1. Compliance and Enforcement Division

The Compliance and Enforcement Division (CED) has the primary responsibility to respond to incidents for the District. The CED has staff on standby duty to be available 24/7 to respond to any incident. The CED's incident response objectives during an accidental release are to:

- Gather information, which includes identifying emissions, community impacts, and the sources involved.
- Determine District resources to be deployed.
- Conduct sampling and request modeling when necessary.
- Work with other agencies (coordinate sample gathering).
- Report on the initial cause of the release to management
- Take enforcement action.
- Disseminate essential information to other Divisions (Technical Services, Community & Outreach, Engineering and the Executive Office) and
- Provide an assessment of the incident to identify the need for additional investigation.
- Confer with the Executive Office, Communications & Outreach Division and the Technical Services Division during the incident.

Appendix A of this document details the CED's response procedures that are available and can be deployed during an incident response.

2. Technical Services (Air Monitoring)

The Technical Services Division provides specialized technical support and can assess the atmospheric concentration of specific air pollutants through the District's air monitoring network, the use of mobile instrumentation or the collection of additional air samples for subsequent laboratory analysis. Specific monitoring and sampling needs (e.g. sampling protocol and frequency, sampling media and/or instrumentation type) are evaluated on a case-by-case basis depending on requirements of the Incident Command, on-scene CED staff and/or Technical Services Division recommendations.

The District currently utilizes a wide range of monitor/test equipment capable of measuring gaseous and particle air pollutants that can be brought to bear to supplement the existing District ambient air monitoring network.¹ Current monitoring capabilities include:

- A. Forward-looking infrared cameras to visually identify emissions of volatile organic compounds. Major leaks of hazardous organic gases are displayed as a vapor plume in an infra-red image, showing emissions that are invisible to the eye. These cameras can be used to reduce emissions, and help facilitate changes in operating procedures.
- B. Specially treated stainless steel canisters to collect air samples over a short period of time, usually less than one minute ("grab" samples). Prior to sampling, the canister is evacuated and air is then let into the canister by opening a valve. Once a sample is collected, the canister is brought back to the District laboratory for volatile organic compound analysis.
- C. Integrated filter samples can also be collected and analyzed by the District laboratory for asbestos, trace metals and other specific particulate matter components.
- D. Various real-time or near real-time instruments for the measurements of ultrafine, fine and coarse particulate matter, hydrogen sulfide and hydrocarbons.
- E. A mobile measurement van is located in the vicinity of the refineries and can be deployed as quickly as possible. The

¹ The District is evaluating additional air monitoring resources that will better define community exposures and provide further information during incidents.

van has canister sampling capabilities, real-time hydrogen sulfide and sulfur dioxide instrumentation.

Results of air quality monitoring during incident response activities are made available to the Incident Command and public health authorities as soon as they are available. Results can also be disseminated to the public through the Communications Division via e-mail list-serves, issuance of public advisories, press releases, and media interviews.

Appendix B of this document details the Technical Services Division's response procedures that can be deployed during an incident response.

3. Communications & Outreach Division

The Communications & Outreach Division's primary role during an incident is to help compile and/or disseminate air quality related information to local media covering the incident. Information would be compiled from the various Air District staff responding to the incident and develop messages for release to the public. In addition, the Air District will participate with the media management team or Joint Information Center for the incident. The District will provide staff resources and help take media inquiries from reporters and ensure consistent messaging from within the Incident Command.

Appendix C of this document details the Communications & Outreach Division's response procedures that are available and can be deployed during an incident response.

4. Health and Science Officer

The Health & Science Officer's primary role in incident response is to provide information to be used in public messaging. It is critical that health-related messages being delivered from agencies to the public during and after an incident be consistent. In most cases, the District's Health & Science Officer will therefore not be a direct source of health-related messages on incidents, but rather will coordinate these messages with local health officials that are affiliated with the First Responders e.g. Fire and Police Departments. A variety of information may be used in this regard including inspection reports, complaint information, air monitoring data, meteorological data, modeling results, and data on emergency department visits and hospitalizations. The Health & Science Officer may also be involved in the analysis of an incident's health effects to help support the Air District's enforcement efforts.

Appendix A

Compliance and Enforcement Division

Appendix A
CED INCIDENT RESPONSE GUIDELINES

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Compliance & Enforcement Division Incident Response Guidelines

I Introduction

The Incident Response Guidelines outlines the Compliance and Enforcement Division (CED) response to an air pollution incident.

A What is an Incident

An incident is any non-routine release of an air contaminant that may cause adverse health consequences to the public or to emergency personnel responding to the release, or that may cause a public nuisance or off-site environmental damage. The following are examples of typical non-routine releases requiring a District response:

- Chemical or particulate releases
- Chemical spills resulting in airborne emissions
- Petroleum refinery or chemical plant upsets
- Commercial building fires where hazardous materials are involved

Note: Structure fires or wildfires are not considered accidental releases.

B Overview

The District CED becomes involved in an incident based on direct observations, referrals from other agencies, companies that notify the District, the news media reports and air pollution complaints from the public.

As provided by various state laws, emergency response agencies (the California Highway Patrol, Sheriff, local police, or local fire agencies) have the primary responsibility for scene management during an accidental release or emergency incident. The District is neither an emergency response agency nor a first responder. However, the District contributes in an advisory or support capacity to emergency response agencies utilizing District resources and expertise for air sample collection, air monitoring, laboratory analysis and inspection.

Staff should make every effort to be at the Command Center of the incident. When staff is not permitted at the Command Center or when it is

impractical to be at the Command Center, staff will defer to the primary response agency.

C Safety

When responding to an incident staff must conduct themselves in accordance with District Safety Policy, which states "At the first sign of danger or threat to safety, staff is directed to remove themselves from harm's way as quickly and safely as possible. Once removed, any staff member who believes that he or she has been endangered is to immediately report the incident to his or her supervisor..."

II Response

A Objectives

The CED has the primary responsibility to respond to incident for the BAAQMD. The CED's incident response objectives during an accidental release are to:

- Gather information, which includes identifying emissions, community impacts, and the sources involved.
- Determine District resources to be deployed.
- Conduct sampling, modeling, and laboratory analysis, if necessary. (See Exhibit 5 for data needs for modeling accidental releases.)
- Work with other agencies, (coordinate sample gathering).
- Report on the initial cause of the release to Staff.
- Take enforcement action when necessary.
- Disseminate essential information to other Divisions (Technical Services, Community & Outreach Office, Executive Health Officer) and the community; and
- Provide an initial assessment of the incident to management identifying the need for additional post investigation.

B Response

1. Discovery

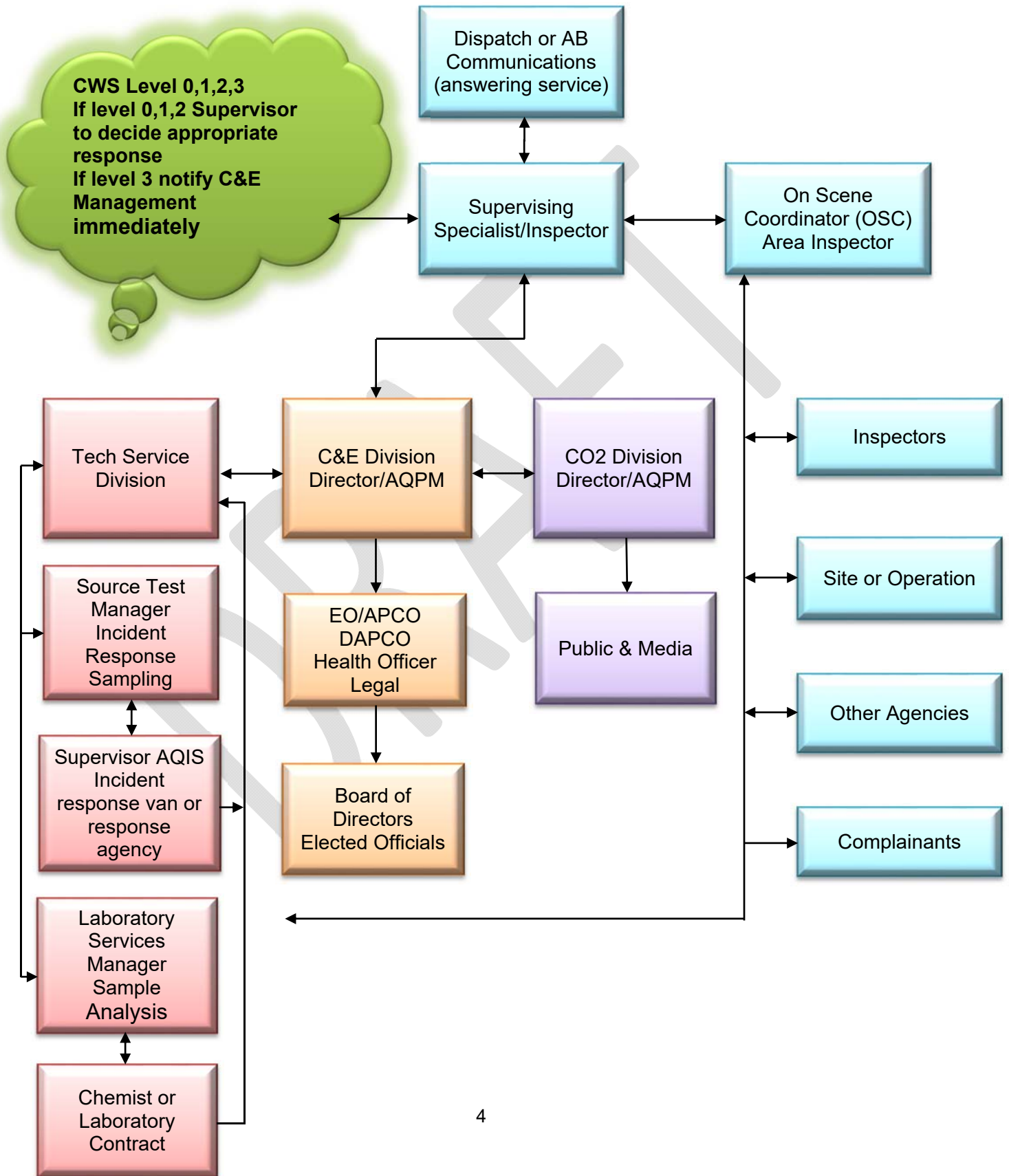
An incident is usually discovered by District staff in the following ways:

- Observation of the release
- Citizen complaints
- District answering service
- Emergency response agencies
- The media
- The Facility
- The Community Awareness and Emergency Response (CAER) program (note: This system operates in Contra Costa County only.)

2. Incident Report

After District Staff has responded to the incident and complaints and an incident report is prepared for the public and posted on the District web site at www.baaqmd.gov. The Initial incident report is posted the next business day or as soon as possible. The initial incident report is updated as needed with new information including any enforcement action and sampling results.

3. Communication Flowchart
Incident Response Communication Flowchart



4. CAER (Community Awareness and Emergency Response)

CAER is a coalition comprising emergency response agencies in Contra Costa County. In the case of an incident, the Radio Telephone Operators (RTOs) may be alerted by the Contra Costa Community Warning System (CWS), sponsored by CAER. The CWS was designed to alert residents to an emergency, notify appropriate emergency response agencies, and provide ongoing updates and/or additional protective measures required because of the incident. The CWS connects to a District computer located in the Communication Center. When the system is activated a light on the computer will flash, alerting staff of an incident in progress. In addition to the CWS computer alert, a pager system is used by CAER to alert the appropriate Inspection Staff

If an RTO is alerted of an incident through the CWS, the RTO will notify the Director, Inspection Manager, or designee to receive further directions.

5. District Answering Service Response

The District contracts with an answering service to receive complaints and messages when the District's dispatch center is closed.

When the answering service receives three (3) or more complaints on a single company, or if they are notified by a facility that a potential incident is occurring, they will call the Standby Duty Supervising Specialist/Inspector or Manager with the information. If the caller is a public official acting in an official capacity, only one call is needed for the answering service to call the assigned supervisor or manager.

6. Supervisor Response After Business Hours

If an incident occurs the Supervising Specialist/Inspector will contact an inspector to investigate on a callback basis. If the primary inspector is not available the back-up inspector(s) will be contacted to investigate. If neither are available the standby duty inspector will conduct the investigation. The staff member responding to the incident will assess the situation and contact the supervisor with a recommendation for an incident response or not. If a response is necessary the supervisor will designate an On Scene Coordinator (OSC). The supervisor will then notify District Management of the response.

7. Post Incident After Business² Hours Notification (5050 phone line or e-mail notification)

Following the completion of an incident response after normal business hours the OSC will leave a recorded message at (415) 749-5050 or submit an e-mail to all supervising specialist/inspectors, dispatch supervisor, all RTO's, enforcement managers and the Director with the information below:

A chronology of the call out events:

- What date and time the incident started
- What date and time the first complaint was received
- What date and time staff was contacted
- What date and time staff arrived on the scene

A brief summary of the investigation:

- Number of complaints picked up by the inspector
- Number of complainants contacted and number of complaints confirmed
- Name of alleged, suspected or confirmed sources
- What date and time sources were contacted
- Any relevant observations (odors, PERs, etc.)
- Outcome of the investigation
- End date and time of the incident and investigation

The next business day the area Inspector will be briefed by the call out inspector.

² District Business hours are from 0730 to 1800 hours Monday through Friday.

C Inspection Procedures

The CED's objectives are designed to have an inspector at the scene as quickly as possible upon discovery of an incident. In most cases the incident will follow one of three scenarios:

- The inspector is the first on the scene
- The incident is in progress and other emergency response agencies are on scene
- The incident is no longer occurring on arrival

1. Inspection staff is first on the scene

When an Inspector arrives on the scene first, they will follow the procedures below:

- **If an imminent threat to life/property exists:** The inspector will call the local fire/police authority on the 911 emergency line.
- **If there is a need for additional support:** The inspector will contact the Supervisor to request the need for support.
- **Status Report.** If an OSC has been designated, the inspector will advise the OSC on the status of the incident as information is received. If an OSC has not been designated, contact the Supervisor
- **Gather information.** The inspector will gather as much information as possible.
- **Respond to complaints.** The inspector will conduct complaint investigations according to policy. (See Complaint Guidelines of the Policies and Procedures Manual). If additional staff is needed to cover the complaint traffic, advise the OSC or Supervisor.

2. Emergency response agencies are first on the scene

Emergency response agencies are first on the scene and the inspector arrives, they will follow the procedures below:

- **Contact Lead Agency.** The inspector will contact the emergency response agency on site and get information about the incident.
- **If there is a need for additional support:** The OSC will contact the Supervisor to request the need for support.
- **Status Report.** The inspector will periodically advise the OSC on the status of the incident.

- **Gather information.** The inspector will gather as much information as possible.
- **Respond to complaints.** The inspector will conduct complaint investigations according to policy. If additional staff is needed to cover the complaint traffic, advise the OSC.

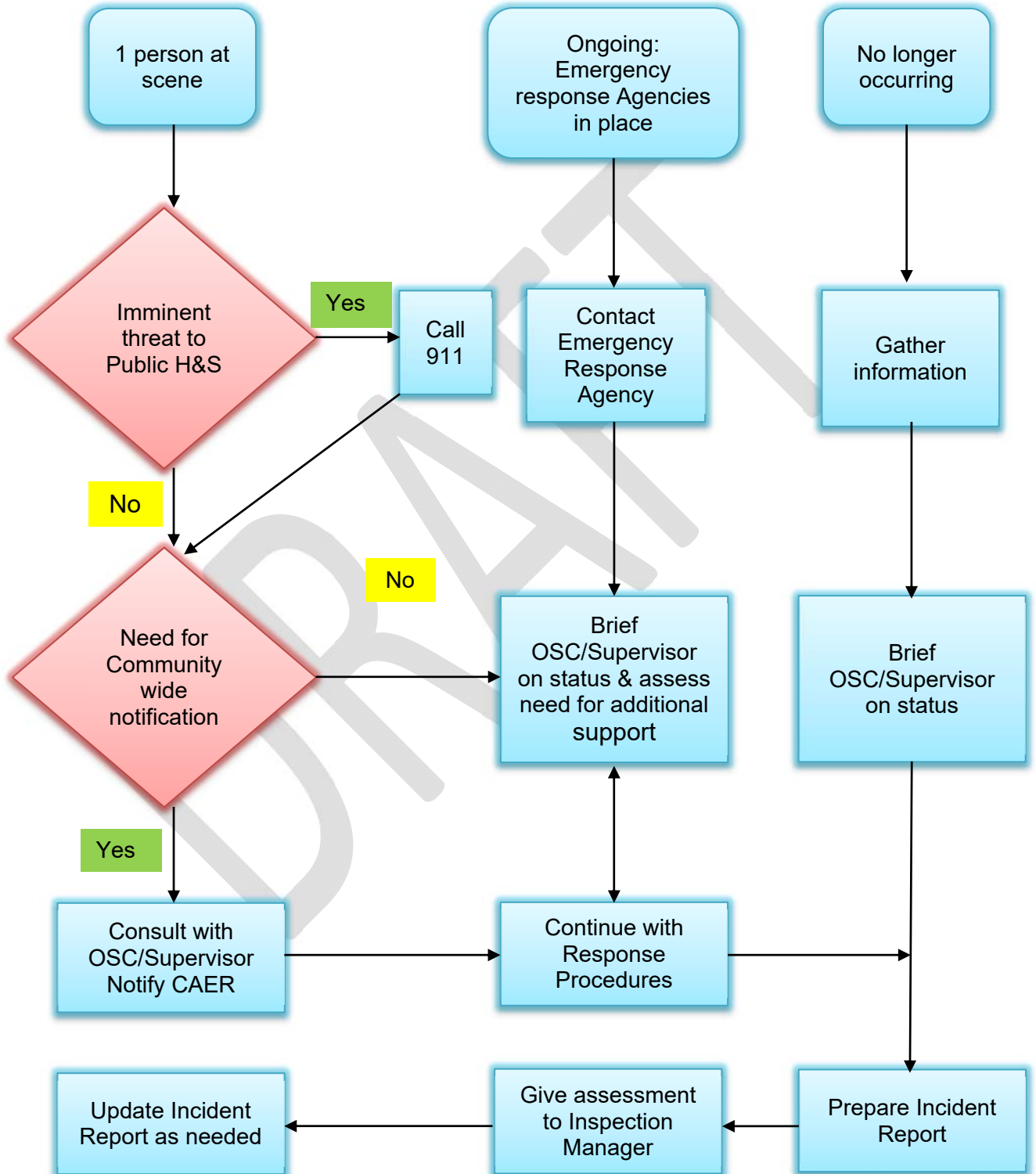
3. The incident is no longer occurring

The incident is no longer occurring and the inspector arrives on the scene, they will follow the procedures below:

- **Gather information.** The inspector will gather as much information as possible.
- **Respond to complaints.** The inspector will conduct complaint investigations according to policy. If additional staff is needed to cover the complaint traffic, advise the OSC.
- **Status Report.** The inspector will advise the OSC on the status of the release.

4. Incident Response Flowchart.

The following is a decision tree to be used by staff during a response to an incident.



III Responsibilities

The following are responsibilities for staff during an incident response:

A Director of Compliance & Enforcement

- Informs other Divisions, Executive Officer/Air Pollution Control Officer (APCO), Deputy Air Pollution Control Officer (DAPCO), District Counsel's Office (DCO) on the nature and extent of the incident

B Director Technical Service

- The Division Director, or his designee will contact the Source Test Manager and/or the Laboratory Services Manager to activate the mobile response van and laboratory analysis
- The Division Director will contact the Source Test Manager, or his designee, to arrange for the incident response van
- The Division Director will contact the Laboratory Services Manager, or his designee, to arrange for laboratory analysis of collected samples
- The Managers will inform staff to contact the Division Director and will arrange whether to coordinate with the Division Director directly or with Manager
- The Division Director, or his designee, will coordinate with incident command (District OSC), as needed to ensure proper coordination of the incident response van.

C Inspection Manager or alternate

- Provides the Director with incident details
- Assigns additional staff for the incident when appropriate
- Determine if EPA Region 9 Emergency Response should be contacted. (Tel# 1-xxx-xxx-xxx)

D Supervising Specialist/Inspector

- When the CWS Level 3 is activated by CAER to alert the on-call Supervisor he/she will contact Contra Costa County Hazardous Materials at 1-925-335-3272 and speak to the Operations Section Chief to coordinate an appropriate response. In addition contact the facility directly for details regarding the event.
- Coordinates response during an incident
- Assigns OSC

- Assigns additional staff as required
- Interfaces with the Inspection Manager on incident details and updates regularly
- Interfaces with the Director of Communications Outreach Office (CO2) as needed
- Contacts Technical Services to request support such as the air monitoring test van or laboratory services as needed
- After hours, ensures inspector is assigned to investigate the incident
- Ensures initial reports are submitted as required
- Reviews incident report
- Reviews lab sample results and provides to (AQS) for posting on web site (See exhibit 4 Ambient Canister Sampling Results)
- Ensures the incident report is updated (when the investigation is complete)
- After business hours, ensures that a summary of the event is left on the District recorded message phone line (5050) or submit an e-mail (to supervisors and enforcement managers) (see section II-B7)
- Verifies OSC checklist is completed and forwards to Manager

E On Scene Coordinator (OSC)

- Notifies RTO of OSC designation
- Leads and Coordinates resources during an incident
- Recommends the need for additional staff as required
- Interfaces with Inspectors and Supervisor on incident details and updates them regularly
- Determines need for Technical Services support such as the H2S, SO2 air monitoring van, laboratory service and coordinates activities.
- Coordinates with outside agencies at the scene.
- Coordinates air sampling as needed.
- Documents violations.
- Reviews initial incident report for posting on the District's web site.
- Reviews initial assessment of the incident and consults with the Supervisor and Management Staff and makes joint recommendations regarding the need for a formal investigation.
- After business hours, summarizes event on District recorded message phone line (5050) or submit an e-mail (to supervisors and enforcement managers) (see section II-B7).
- Completes OSC checklist and forwards to Supervisor (see Exhibit 1).

F Inspector I/II

- Notifies the appropriate personnel within the District and contacts other agencies if necessary.
- Interfaces with the OSC on incident details and updates regularly.
- Gathers information, which includes identifying emissions, community impacts, and the equipment involved.
- Takes samples as needed.
- Assesses need for support from Technical Services such as the air monitoring van, odor bag, or laboratory services.
- Responds to complaints.
- Interacts with outside agencies at the scene as required.
- Documents violations and takes enforcement action as required.
- Prepares map identifying location of samples & complaints using “Streets” and “Power Point” software (see Exhibit 3).
- Prepares initial incident report for posting on the District’s web site.
- Updates the incident report when the investigation is complete.
- Provides an initial assessment of the incident in consultation with the Senior Inspector and makes a joint recommendation regarding the need for a formal investigation.

G Radio and Telephone Operator (RTO)

- Informs inspector, Supervising Specialist/Inspector, and Inspection Manager of the incident and the alleged source.
- Receives complaints from public and dispatches them to inspectors.

H Documentation

Once the inspector has made contact with the facility or the emergency response agency in charge of the incident, the inspector should begin to gather information regarding the release. Information may be minimal at first and could change as plant personnel and other agencies discover details. The inspector should attempt to document the following information during an incident response:

- The equipment involved
- The type of emissions
- The impacts to the community (e.g. shelter in place, road closure, hospitalizations)
- Any complaints
- Any violations

After the inspector has responded to the incident, the inspector will update the OSC and Supervisor in charge on the status of the incident and discuss the appropriate enforcement action if any.

I Incident Report

After the inspector has responded to the incident and complaints, he or she will prepare an initial incident report ASAP but in any case no later than 24 hours. The template for completing an incident report is located on the District's field web site under documents and clicking on incident report template

(http://www.baaqmd.gov/field/documents/Templates/Incident_Report_template.doc). The template is also stored at: *H: Enforcement/Incident/Incident report template.*

The report will include the date, time, responsible party, equipment involved, complaints received, any indicated emission excess, violations issued, other agencies involved, community warning alerts and preliminary cause of the release or spill. These elements are not all-inclusive but should cover the basic who, what, where, when, why and how.

The report will be sent by e-mail to be reviewed by the Supervisor. The Supervisor will then approve and route the report to the Manager via e-mail. The Manager will approve the Incident Report and route it through appropriate channels for posting on the District website. This report will be updated as needed. The website will indicate the date when the report was updated.

After initial posting the report will be updated with any sampling results, enforcement action (See Exhibit 2 for a sample incident report with map and sampling results).

IV Resources

Staff has the following support resources at their disposal during the incident response:

A Air Monitoring

The Technical Division's air monitoring van contains equipment for ambient air sampling. Refer to Appendix B for more information.

Once the OCS has made the decision to call for the air monitoring van, the Supervising Specialist/Inspector or CED Manager will contact the Air Monitoring Section and coordinate the deployment of this van to the incident.

B Engineering Division

See Appendix

C Communications & Outreach Office

See Appendix

D Health Officer

See Appendix

V Recommendation for Investigation

The inspector and OSC will provide an initial assessment of the incident to the Supervisor and Inspection Manager and make a recommendation regarding a need for a post-incident investigation.

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EXHIBITS

1. ON SCENE COORDINATOR (OSC) CHECK LIST

Name of OSC _____ Date _____

Name of Supervisor _____

OSC Designation time _____

Facility Name _____ Site # _____

Arrival on Scene _____

Request Additional Support _____

Notify Supervisor / PIO contact Yes No

_____ Additional Inspectors requested _____ Arrival _____

Name(s) _____

_____ H2S/SO2 Van requested _____ Arrival _____

_____ Odor Bag Van requested _____ Arrival _____

_____ Air Samples (Restek) # of Samples taken _____

_____ Draeger Tubes # of Samples taken _____

Upwind Location(s) _____

Downwind Location(s) _____

Meteorology : Wind Speed & Direction _____

Weather Conditions _____

Off Site Impacts

CARE Warning / Notification Level All Clear _____

Level _____ Time _____

Level _____ Time _____

Level _____ Time _____

OSC CHECK LIST (pg 2)

Shelter In Place Yes No

Road Closures Yes No

Names of Street(s) Closed _____

Other Closures / Impacts _____

Community Complaints Yes No
Injuries Yes No

Geographical Area Impacted _____

School(s) Impacted Yes No

If Yes, contact Fire and Health Department. (Notification must be made within 24-hrs)

Name of Fire Department _____

Contact Name & Phone # _____

Name of Health Department _____

Contact Name & Phone # _____

Name of School(s) _____

Contact Name & Phone # _____

Type of Release Event

Spill to Ground Yes No

Material involved _____

MSDS requested Yes No

Samples taken Yes No

Sample Type: Liquid Yes No

Air Yes No

Air Borne Release Yes No

Material involved _____

Fallout Yes No

MSDS requested Yes No

Samples taken Yes No

Sample Type: Air Yes No

Fallout Yes No

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2. SAMPLE INCIDENT REPORT



Compliance and Enforcement Division

INCIDENT REPORT

**Vasco Road Landfill (Site #A5095)
Livermore, CA
April 2, 2004**

At approximately 6:50 AM, Vasco Road Landfill reported to the Alameda County Fire Department that they had a fire in their auto interior scrap storage area. The material stored in this area is shredded automobile interiors. This material is used to cover the top of newly received garbage to prevent vermin infestations.

The Bay Area Air Quality Management District Inspection Staff responded with the Incident Response Van to monitor the smoke plume and to gather air samples. The fire was approximately the size of two football fields. Gusting winds up to 20 miles per hour from the North fueled the spread of the fire. Smoke impacted the eastern portion of Livermore. Landfill personnel under the supervision of the Alameda County Fire quickly established containment and buried the fire with dirt. At approximately 8:30 AM, the County of Alameda Fire Department advised the City of Livermore residents and schools to shelter-in-place and this advisory was lifted at 1:10 PM.

Fire department chemical analysis found no usually high levels of cyanide, hydrogen chloride, nitrogen dioxide, or carbon monoxide. The District collected 3 air samples from this incident ([Click here for a copy of the map](#) and [sample results](#)).

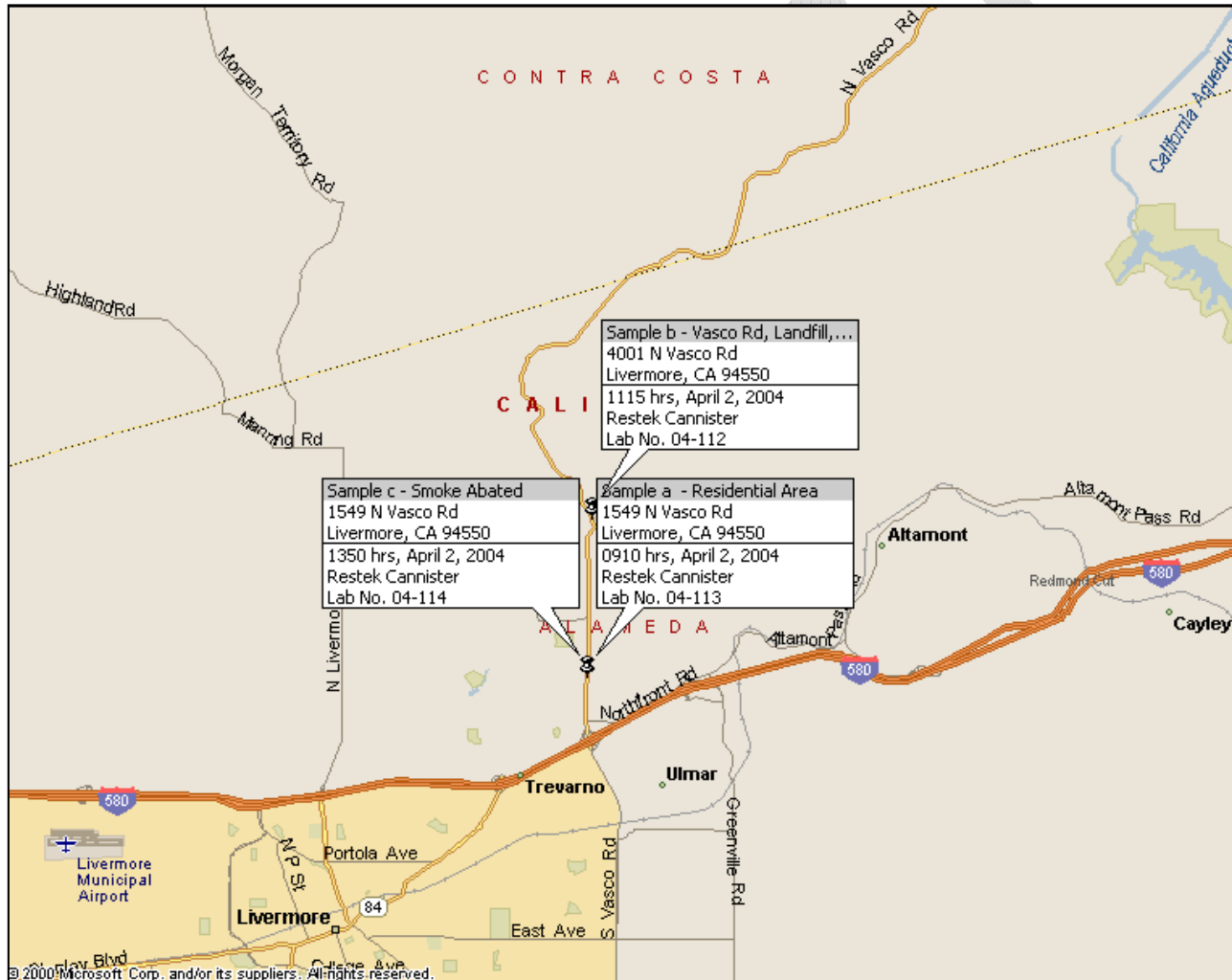
The first air Sample (A) taken on Vasco Road downstream of the fire at approximately 9:00 AM contained somewhat elevated levels of compounds above background. The sample contained vinyl chloride and 1,3 butadiene, as well as elevated chloroform, Perchloroethylene (PERC), and Trichloroethylene (TCE). These compounds are typically found from the incomplete combustion of plastic materials.

Sample (B) was taken directly in the fire plume by Alameda County Fire Department personnel. The sample also contained compounds typically found from incomplete combustion of plastic material. The sample contained about 100 ppb of vinyl chloride and 1,3 butadiene, as well as elevated levels of chloroform, PERC, and TCE.

Sample (C) was taken at 1:50 PM at the same location as Sample (A) after the fire had been covered and shows a return to typical ambient air concentrations and ratios. Vinyl chloride was still detected just slightly above normal levels, but all other compounds had returned to normal.

The District received no complaints but a few calls of concern from as far away as San Jose.

3. STREET MAP SAMPLE



4. AMBIENT CANISTER SAMPLING RESULTS

Typical Laboratory Data from Analyses of Ambient Air for Toxic and Non-methane Organic Compounds

compound	TYPICAL VALUES FOR COMPARISON							
	Vasco Rd Landfill	Vasco Rd Landfill	Vasco Rd Landfill	24 hr integrated	24 hr integrated	24hr integrated	2002 Toxic	3 hr integrated
	ENF-56	ENF-33	ENF-19					
	04-113	04-112	04-114					
	Canister A	Canister B	Canister C	Canister B	sample	sample	Network	sample-commute
	(ppb)	(ppb)	(ppb)	typical day (ppb range)	hot summer day (ppb range)	cold inversion day (ppb range)	min/ max/ mean (ppb)	Caldecott Tunnel (ppb range)
methylene chloride	<0.5	<0.5	<0.5	<0.5	<0.5 to 2	<0.5 to 2	<0.5/ 3.3/ <0.5	<0.5 to 2
chloroform	<0.2	0.35	<0.02	<0.02 to 0.05	0.02 to 0.1	0.02 to 0.1	<0.02/ 0.12 / 0.02	0.02 to 0.1
111 TCA	<0.05	<0.05	<0.05	<0.05 to 0.5	<0.05 to 0.5	<0.05 to 1	<0.05/ 4.19 / 0.11	<0.05 to 1
carbon tetrachloride	0.09	0.14	0.08	0.1	0.1	0.1	0.09/ 0.36 / 0.11	0.1
Trichloroethylene	0.06	0.33	0.07	<0.05 to 0.1	<0.05 to 0.2	<0.05 to 0.3	<0.05/ 0.84 / <0.08	<0.05 to 0.3
perchloroethylene	0.07	0.84	0.07	<0.01 to 0.05	0.01 to 0.2	0.01 to 0.5	<0.01/ 0.30 / 0.04	0.01 to 0.5
1,2-dibromoethane	*	*	*	<0.02	<0.02	<0.02	<0.02/ <0.02/ <0.02	<0.02
1,2-dichloroethane	<0.1	0.4	<0.1	<0.1	<0.1	<0.1	<0.1/ <0.1/ <0.1	<0.2
F11	0.19	0.3	0.26	0.2 to 0.3	0.2 to 0.4	0.2 to 0.4	*	0.2 to 0.4
F113	0.06	0.02	0.08	0.05 to 0.12	0.05 to 0.15	0.05 to 0.2	*	0.05 to 0.2

vinyl chloride	1.1	94.8	0.4	<0.3	<0.3	<0.3	<0.3/ <0.3/ <0.3	<0.3
1,3 butadiene	0.16	84.31	0.17	<0.15 to 0.3	<0.15 to 0.5	<0.15 to 1	<0.3/ 0.5 / <0.3	1 to 20
acetone	10.6	75.3	5.6	2 to 20	2 to 20	over 20	*	10 to 40
MEK	2	22	0.8	0.2 to 1	0.2 to 2	over 20	*	0.5 to 4
MTBE	<0.3	1.2	<0.3	<0.3 to 1	0.5 to 2	0.5 to 10	<0.3/ 4.6 / 0.7	10 to 50
benzene	3.5	*	0.2	0.1 to 1	0.5 to 2	0.5 to 10	0.1/ 2.2/ 0.4	5 to 50
Toluene	2.1	*	0.3	0.1 to 2	0.5 to 4	1 to 20	0.1/ 24.9 /1.2	10 to 100
ethylbenzene	1.6	*	0.2	0.1 to 0.5	0.1 to 1	1 to 10	*	5 to 30
m/p xylene	0.5	*	0.1	0.1 to 1	0.1 to 2	1 to 20	*	5 to 50
Styrene	*	*	*					
o xylene	7.4	*	0.1	0.1 0.5	0.1 to 1	1 to 10	*	5 to 30

Total NMOC Analysis

			3 hr integrated sample during commute-typical day	3 hr integrated sample during commute-hot summer day	3 hr integrated sample during commute-cold inversion day	3 hr integrated sample during Caldecott Tunnel
Total NMOC (ppb)	43.8	10.7	50 to 500	200 to 1000	300 to 2000	1500 to 4000

Compounds analyzed as part of the Toxics Program
 * These compounds not officially reported until 1/1/2003

5. DATA NEEDS FOR MODELING ACCIDENTAL RELEASES

Plant Name: _____ Plant No.: _____

Source Description: _____

Source No.: S- _____ (if known) Emission Point No.: P- _____ (if known)

Source Location : _____ NAD27 OR NAD83
(UTM easting - (UTM northing)

Date of Event: _____ Duration of Event: _____
(# of hours)

Beginning time of Event: _____ Ending time of Event _____
(Pacific Standard Time (PST) or Pacific Daylight Time (PDT))

Wind direction (blowing from) _____ If you notice wind direction changing, keep log of wind direction and time.

Cause of accidental release _____

Compounds and amount of compounds emitted during event (pounds) _____
(If the event lasted longer than one hour, provide separate emission table detailing the hourly emission rate for each compound.)

Were particulates emitted? YES OR NO If yes, provide table showing particle size distribution.

Contact Technical Division to request meteorological data (model ready) and GLM data

Provide other lab analysis results

SECTION A (Point Source)

1. Does the source exhaust at clearly defined emission point; i.e., a stack or exhaust pipe? YES
OR NO

(If YES continue at #2, If NO, skip to Section B)

2. Does the stack (or exhaust pipe) stand alone or is it located on the roof of a building? alone OR
 on roof

Important: If stack is on a roof, provide building dimensions on line B1 in Section C.

3. What is the height of the stack outlet above ground level? _____ feet OR _____ meters?

4. What is the inside diameter of the stack outlet? _____ inches OR _____ feet OR
meters

5. What is the direction of the exhaust from the stack outlet? horizontal OR vertical

6. Is the stack outlet: open or hinged rain flap OR rain capped (deflects exhaust downward or horizontally)

7. What was the exhaust flowrate ? _____ cfm (cubic feet/min) OR _____ meters³/second

8. What is the typical temperature of the exhaust gas? _____ degrees Fahrenheit OR degrees Celsius

(Skip Section B and Go on to Section C)

SECTION B (Area/Volume Source)

This section applies to fugitive emissions not directly emitted through a stack or other defined emission point. Volume sources have fugitive emissions generally released within a building or other defined space (e.g., dry cleaner, gasoline station canopy). Area sources are generally flat areas of release (e.g., landfill, quarry).

1. Did the emission event occur within a building? YES (go to #2) OR NO (go to #3)
2. If YES (source inside building), provide building dimensions on line B1 in Section C
 - a. Does the building have a ventilation system that is vented to the outside? YES OR NO
 - b. If NO (ventilation), are the building's doors & windows kept open during hours of operation? YES OR NO
3. If NO (source not inside building), provide a description of the source, dimensions, & indicate location on plot plan.

(Go on to Section C)

SECTION C (Building Dimensions)

Provide building dimensions. Use Line B1 only for building with source/stack on the roof or with fugitive emissions inside building. Use Lines B2-B9 for buildings surrounding the source (within 300 feet). Distance and direction are optional if map and/or aerial photo are adequately labeled with locations of buildings. Check one for units: feet OR meters

B#	Building name or description	Height	Width	Length	Distance To Source	Direction To Source
B1	Building with source:				n/a	n/a
B2						
B3						
B4						
B5						
B6						
B7						
B8						
B9						

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EXAMPLE:

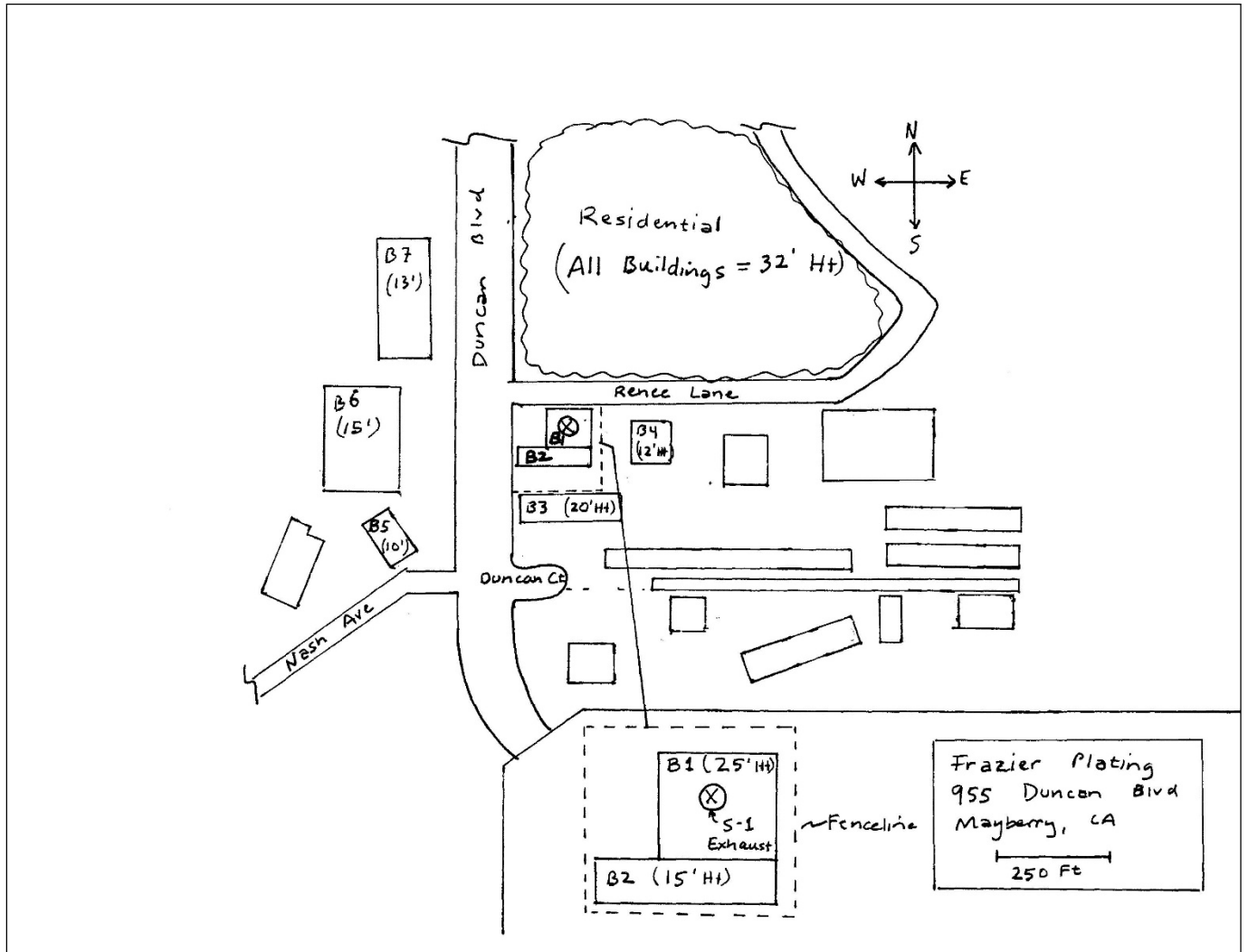
meters

Check one for units: feet OR

B#	Building or Description	Height	Width	Length	Distance to Source	Direction to Source
B1	Building with source: Frazier Plating, shop	25	100	100	N/a	N/a
B2	Frazier Plating, office	15	50	175	40	N
B3	7-Eleven	20	50	225	100	N
B4	Ye Old Oak Cooper	12	63	225	100	W
B5	Floyd's Barber Shop	10	69	112	225	NE
B6	Goober's Car Care	15	175	225	220	E
B7	Exito Enterprises	13	115	275	220	SE
B8	Residential (9 Apartment Bldgs)	32	60	130	Various	S

Frazier Plating, 955 Duncan Blvd, Mayberry, CA

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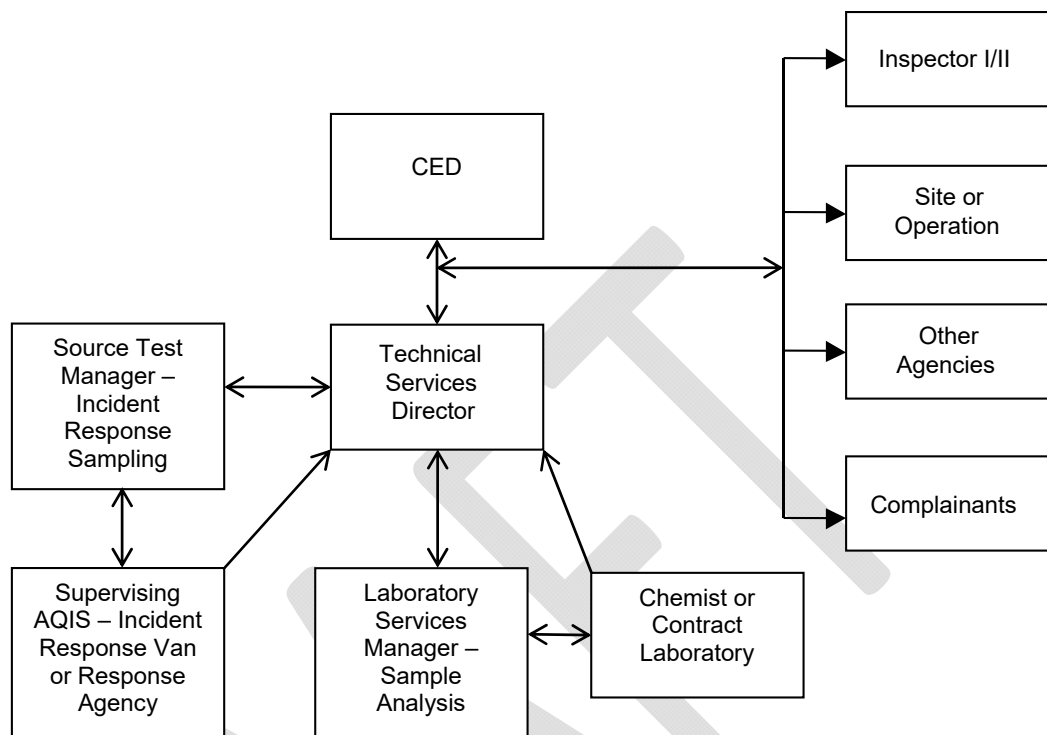


Appendix B

Technical Services Division

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Incident Response Communication Flowchart
Technical Services Division



- The CED Director or designee will contact the Technical Services Director (TSD), or his designee, to activate the mobile response van and laboratory analysis
- The TSD will contact the Source Test Manager, or his designee, to arrange for the incident response van
- The TSD will contact the Laboratory Services Manager, or his designee, to arrange for laboratory analysis of collected samples
- The Managers will inform staff to contact the TSD and will arrange whether to coordinate with the TSD directly or with the Manager
- The TSD, or his designee, will coordinate with CED or designee, as needed to ensure proper coordination of the incidence response van

Name	Cell Number	Home Phone
	Managers	
Eric Stevenson	415-740-4793	650-738-9059
James Hesson	925-330-6056	925-937-9653
Robert Bartley	415-740-8830	530-401-7025
Glen Colwell	415-740-7557	707-838-8292
	Incident Response	
Robert Franicevich	415-740-4151	707 763-1186
Michael Chan	415-740-4178	415-706-2887
Robert Hefley	415-740-4163	707-257-3984

Appendix C

Communications Division

DRAFT

Jean wants new details of how contact should be made similar to Tech Division.

DRAFT

BAAQMD BUSINESS CONTINUITY PLAN

Introduction

The Bay Area Air Quality Management District (Air District) is the Agency tasked with protecting public health, air quality and global climate for the approximately 7.2 million residents of the 9 county region surrounding the San Francisco bay. As part of this mission, the Air District: permits and directly regulates over 18,000 stationary sources of air pollution; adopts plans and regulations that seek to further limit air pollution from these sources; engages in monitoring of ambient air quality; conducts inspections and sampling at regulated facilities; and conducts public education, outreach, and grant making activities that target voluntary emissions reductions from industry and members of the public, especially those emissions associated with motor vehicles. These activities are conducted by a staff of 345 employees split between field and office operations, with approximately 245 employees occupying the Air District's Headquarters building at 375 Beale Street in San Francisco, California.

Purpose of the Plan

The purpose of the BAAQMD Business Continuity Plan (Plan) is to inform, staff, the Board of Directors, Public and Industry how the Air District will continue critical operations following an event that renders its headquarters building unusable for a period of weeks or months (for example: in the event of a fire or flood that renders 375 Beale Street unusable but does not impact the rest of the Bay Area).

Structure of the Plan

The plan is divided into two parts:

Part 1 – Administrative Instructions to Staff: This is a list of steps to be followed by staff in the event that the headquarters building becomes unusable and the Executive Officer/APCO (EO) determines to execute this Plan.

Part 2 – Business Continuity Infrastructure: Identifies those critical operations, equipment and personnel that need to be physically located at the Richmond Office.

This plan does not include operations that would be considered critical or time sensitive for the Air District to carry out its core mission in the event of an emergency impacting the entire bay area. A separate emergency plan is being prepared to compliment this document that list the steps and resources required in that scenario.

Plan Assumptions:

The Plan makes the following assumptions:

- The Air Districts Headquarters Building (HQ) is the only impacted structure;
- Power, data and telephone infrastructure is fully operational from the Sacramento Disaster Recovery site;
- Telecommute options will be supported by conferencing applications and that either mobile desktop computers, cloud computing options or VPN will be available for Staff not physically reporting to the Richmond Office;
- A copy of the Plan is stored in every employee's email in the cloud.

Part 1- Administrative Instructions to Staff

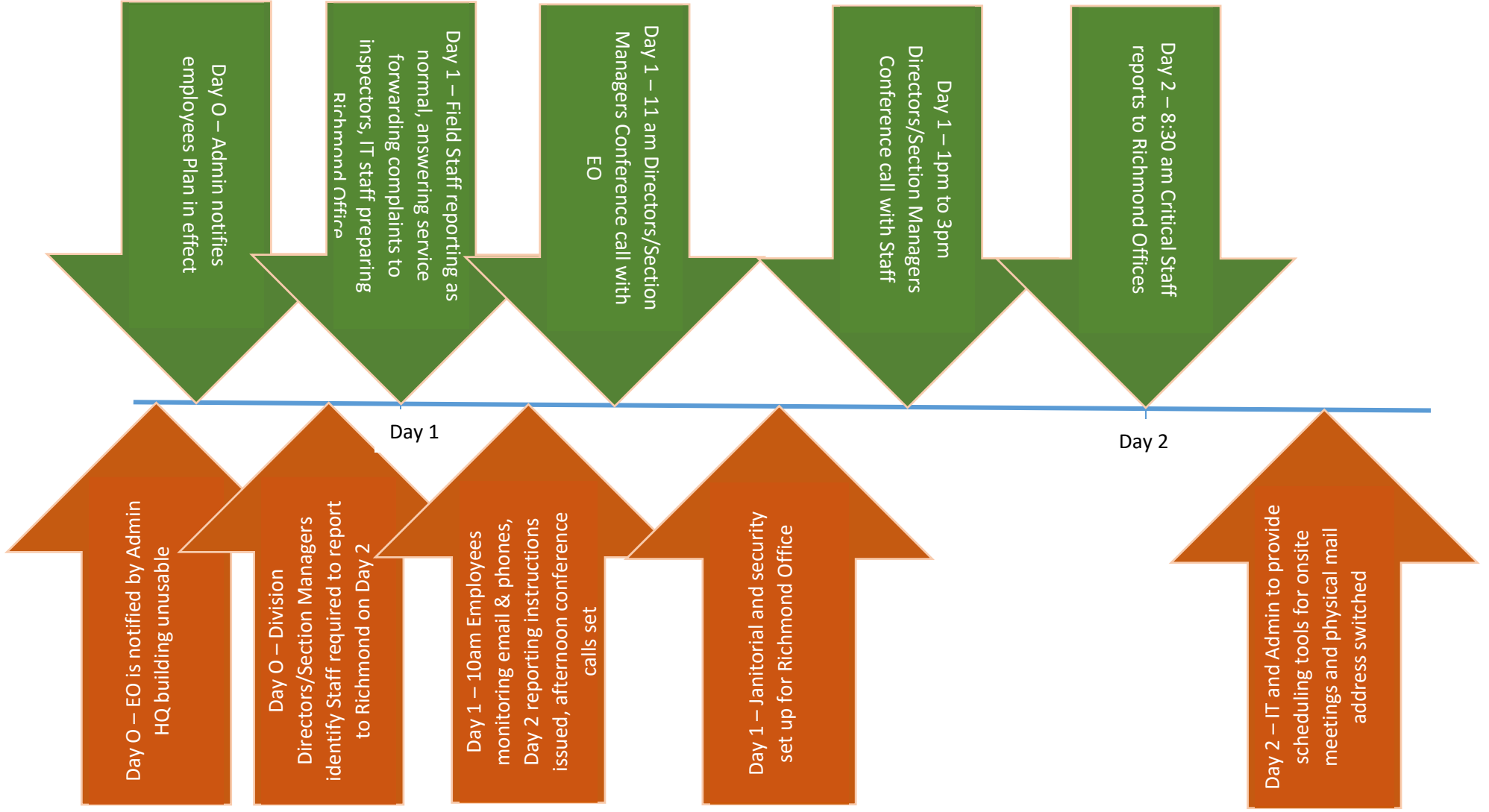
In the event the Air District Headquarters building becomes unuseable:

1. The Director of the Executive & Administrative Resources Division (Admin) will notify the EO that the HQ building has become unusable (Day 0).
2. Based on this information the EO will determine whether or not to implement the Plan.
3. If the EO gives the authority to proceed, Admin will use the emergency notification system to email, text and call all employees notifying them that the Plan is in effect and not to come to work at 375 Beale Street until further notice.
4. All field staff will be required to report for work assignments as normal on Day 1. Radio and complaint traffic for the Enforcement Division will be dispatched via the on-call/after-hours procedures using a combination of the online complaint system, answering service and on-call Supervising Air Quality Specialist. Complaint and compliance traffic will be held by fields staff and reported via the online system or dispatch on Day 2.
5. All employees will be required to check their email for instructions from their Division Directors at 10:00 am the following morning once the Plan has gone into effect. This time will mark the beginning of Day 1 of the Plan timeline. Employees will be required to monitor their email and phones as normal from that point on as part of a telecommute schedule.
6. Upon receipt of the email from Admin, each Division Director will access their softcopy of the Plan and consult Part 2 to determine what resources and staffing have been allocated to them at the Richmond Office.
7. Using Part 2 of the Plan the Division Directors will identify staff members required to report to Richmond. The Division Directors will notify the affected staff members and Admin via email by 10:00am on Day 1. This email should set a date and time for staff to report to Richmond on Day 2 after the Plan has been activated.
8. Once in receipt of the initial email from Admin, the Director of Meteorology, Measurement and Rules will notify non-critical staff to vacate the Richmond office on Day 1.

9. The Director of Information Technology (IT) will dispatch staff on Day 1 to ready the Richmond office for critical business operations, including testing data connections setting up auxiliary equipment (permit printers, check printers, back up computing equipment, etc.)
10. Admin and IT will work together to ensure conference call lines and web meeting facilities are available to all Division and Sections for Day 1 activities.
11. Admin will ensure that janitorial and security services are also set up on Day 1.
12. At 11:00 am on Day 1, all Division Directors will attend a conference call with the EO.
13. Between 1:00 pm and 3:00pm on Day 1 Division Directors will set up conference calls with their staff to issue instructions for the work week to those employees telecommuting. Following this initial meeting Division Directors will set up calls, video conferences, etc. as need with staff to conduct the business of the Air District.
14. Once staff reports to Richmond on Day 2, Admin will arrange for physical mail delivery to the Richmond Office. On site staff will also set up systems for routing mail and internal documents to the staff, divisions and sections.
15. Admin and IT staff will also work on a scheduling tool that will allow each division and section to schedule meetings onsite as necessary utilizing the conference room or garage at Richmond.
16. Admin will arrange for mail from 375 Beale Street to be routed to the Richmond Office. Admin and the Legal Office will notify the courts and appropriate parties that the new address for legal document service is the Richmond facility.

Figure 1 below shows the time line for the implementation of the administrative steps listed above:

Figure 1 – Administrative Instructions Timeline



Part 2- Business Continuity Infrastructure

The purpose of this portion of the document is to provide a list of business operations, and their associated resources that would be critical to maintain in the event that the District headquarters becomes unavailable for a period of months.

BAAQMD will establish a business continuity center at the Richmond Parkway offices that will serve as a physical location for critical business operations. Business critical workers requiring physical facilities for the supported operations listed below will report to the Richmond office on a weekly schedule developed by their Division Directors in the operational space indicated on the attached floor-plan. As noted above, other staff will telecommute from home, from other sites or will work in the field.

Critical Business Operations

Table 1 below lists the critical operations that need to relocate to the Richmond Office or that can be remotely operated in the event the Air District cannot occupy its main Headquarters Building:

Table 1 – Critical Business Operations

Critical Business Operation	Richmond	Telecommute
1. Inspector dispatch	X	
2. Incident response	X	
3. Invoices for permit fees- printing and mailing.	X	
4. Invoices for enforcement actions printing and mailing	X	
5. Permit printing and mailing	X	
6. Procurement	X	
7. Asbestos Job number issuance	X	
8. Receipt of check payments	X	
9. Receipt of credit card payments	X	
10. Small pool of vehicles	X	
11. Contra Costa County Warning System ¹	X	
12. Limited IT Support Desk	X	
13. Hoteling office space needed for remote users to come “in house” temporarily as needed	X	
14. HR and payroll functions	X	
15. Meteorology-spare the air forecasting		X
16. Air monitoring – data and meteorology from the MMR network		X
17. RCA reporting for Enforcement	X	
18. Records Requests	X	
19. Clerk of the Board’s functions	X	

¹ Requires coordination with Contra Costa Warning System Admin

20. Legal Consultation	X	X
21. Grant Maintenance	X	X

Business Continuity Operations by Division

The following is a brief description of the activities and staff needed to be continued to sustain key Air District functions by division and section:

Facilities:

The facilities section will be involved in getting the Air District Headquarters Building back to full functionality as quickly as possible but It will also be responsible for:

- Establishing District’s hours of operation at Richmond Office in consultation with the Executive Officer/APCO (operating hours are recommended to be 8am-5pm unless otherwise specified).
- Ensuring janitorial and maintenance services at the Richmond Office
- Providing for a security guard to be posted at the main entrance to the Richmond Office.

Executive & Administrative Resources Division

- The Executive team would handle the creation, approval, and distribution of board materials remotely by utilizing email and Surface computers
- Admin team will identify board space in off-site location probably Contra Costa County
- HR team will acquire locking file cabinets for HR use in the event of a BC incident.
- Critical Administrative Division work to be done in Richmond includes:
 - Administer vehicle pool (minimum of 5 vehicles will be identified and located at Richmond) and/or run errands due to unforeseen circumstance
 - Print Purchase orders
 - Distribute inbound US Mail through scan and email, overnight if necessary
 - Send outbound mail via USPS office (no postal machine required)
 - Route packets for physical signatures
 - Receive/Sort/Distribute incoming mail (scan and email for remotes?)
 - Receive/Sort/Distribute incoming FAX communications
 - Handle outbound mail including invoices, permits
- 6 Physical offices are required in Richmond
 - APCO (1)
 - DAPCO (2 Shared by Day of Week)
 - Director/Management (2 Shared by Day of Week)
- 3 Cubicles required in Richmond
 - PO/Processing/Fleet Management
 - Mail Routing/Faxing
 - Executive Services
- Admin Specific IT requirements
 - Print Purchase order
 - Receive incoming FAX communications

Information Services

Information services will support the following services during a business continuity event:

- Telephones both on-site in Richmond and soft-phones installed on Surface computers and/or as cell phone apps
- Email
- Production System operations
- Video conferencing support
- IRIS/Databank Operations
- Network Drives
- FAX redirected to single Richmond line
- All Application Servers in current virtual Infrastructure (grants, DMS², modeling, etc.)
- Provide operational support for desktops, connectivity, routing, printing
 - Check and PO printers (ACOM)
 - Production System printers (invoices, permits)
 - Databank Printer (permits)
 - Ingres Printer (invoices)

Additional Information Services assumptions:

- IT infrastructure is up and available via network in Sacramento and/or San Francisco
- Rollout of Surface computer to users is complete
- Telecommuters/remote users have internet connectivity
- Cisco Expressway installed to allow softphone/app, and cell connectivity for field/telecommuters
- We will forward critical FAX lines to a single line in Richmond

IT equipment and consumables that will be required to be available in Richmond:

- Connectivity hardware for new Richmond space
- Additional switching
- Wireless access point(s)
- ACOM printer and consumables
- Production System printers and consumables
- Databank printer and consumables
- IRIS printer and consumables
- Multifunction printer and consumables
- Preprinted paper stocks
- Analog line for FAX
- Separate Credit Card system
- Upgrade WAN hardware / bandwidth
- Separate internet connection (DSL or Cable)
- 2 Physical offices required in Richmond
 1. Management (1)

² Would not include hardware Met Polling machine

2. Configuration/Support (1)

Finance Office

Finance office will support the following services at the Richmond office during a business continuity event:

- Receive/Post payment
- Print checks
- Generate reports / regular accounting functions
 - Requires a fax machine (any number)
- 1 Physical offices required in Richmond
 - Management (1)
- 2 Physical Cubicles required
 - Accounts Payable/Check Processing (1)
 - Accounts Receivable/Credit Card Processing (1)

Compliance and Enforcement Division

The Compliance and Enforcement Division will continue most regular operations during a business continuity event. The Richmond office will support the following operations; all other required operations will be conducted remotely.

Operations supported at Richmond office during business continuity:

- Answer main Telephone line
- Incident response
- Complaints/Dispatch
 - Requires moving of complaint line 800-334-6367
 - Requires moving of fax line 415-928-0338
- Asbestos J numbers will be issued from Richmond
- Asbestos related business will be conducted from Richmond
- Open Burn related activities will be supported from Richmond
 - Requires moving of open burn line 415-749-4600
- 1 Physical offices required in Richmond
 - Director/Management (1)
- 5 Physical cubicles required
 - Dispatch/Complaint/RCA (2)
 - Asbestos (2)
 - Open Burn (1)

Technical Services Division

Technical Services Division will continue most regular operations during a business continuity event. The Richmond office will support hoteling and workshop access for field staff. The remainder of staff will work remotely. Source test vans will need to be located and maintained in the garage so that they can be deployed as needed.

Engineering Division

Engineering Division will continue most regular operations during a business continuity event. The Richmond office will support the following operations, all other required operations will be conducted remotely.

Operations supported at Richmond office during business continuity:

- Permit to Operate QA/QC
- Invoice QA/QC
- AC/PO review meetings as needed
- 1 Physical offices required in Richmond
 - Director/Management (1)
- 2 Physical cubicles required
 - QA/QC on permits and Invoices (2)

Strategic Incentives Division (SID)

SID will continue most regular operations during a business continuity event. The Richmond office will support the following operations, all other required operations will be conducted remotely.

Operations supported at Richmond office during business continuity:

- Processing of paper based grant applications
- Processing payments and contracts of grants
- 1 Physical offices required in Richmond
 - Director/Management (1)
- 2 Physical cubicles required
 - Grant Processing / Payment Processing (2)

Outreach and Public Involvement Office

The Outreach and Community Involvement office will continue most regular operations during a business continuity event. Staff will work remotely on telecommute.

Planning Division

Planning Division will continue most regular operations during a business continuity event. Staff will work remotely on telecommute.

Legal Office

Legal Division will continue most regular operations during a business continuity event. Staff will work remotely on telecommute.

Communication and Public Information Office

The Communication office will continue most regular operations during a business continuity event. Staff will work remotely on telecommute.

Summary of Office Space Needs

Table 2 list the office needs for each Division and Section below:

Table 2- Office Needs at Richmond

Division	Total Division Offices	Offices	Function
Executive & Administrative Resources	5	1	APCO
		2	DAPCO
		2	Director /Mgmnt
Information Services	2	1	Director /Mgmnt
		1	User Support /Config
Finance Office	3	1	Management
		1	Accounts Payable/Check Processing
		1	Accounts Receivable/Credit Card Processing
Compliance and Enforcement	5	1	Director/Management (1)
		2	Dispatch/Complaint/RCA
		1	Asbestos
		1	Open Burn/Asbestos
Technical Services Division	0	Hotel	hoteling only
Engineering Division	3	1	Director/Management
		2	QA/QC on permits and Invoices
Strategic Incentives Division	3	1	Director/Management
		2	Grant Processing / Payment Processing
Planning Division	0	Hotel	hoteling only
Legal Division	1	1	Legal Consult and Coordination
Communication and Public Information	0	Hotel	hoteling only
TOTAL OFFICE SPACE REQUIREMENTS	22		

Attachment 1 – shows the detailed locations and layout of these office and to the Divisions and sections they are assigned at the Richmond Office.

Attachment 1 – Richmond Facility Office Assignments

TENANT EMERGENCY GUIDE

FEBRUARY 2016

375 BEALE STREET

All Tenant Emergency Response Team members shall acquaint themselves with the procedures described in this manual

FIRE

POLICE

PARAMEDICS

' 9 1 1 '

EMERGENCY NUMBERS

FIRE DEPARTMENT EMERGENCY (ALTERNATE #) (415) **861-8020**

FIRE DEPARTMENT NON-EMERGENCY: (415) 558-3200

POLICE EMERGENCY (CELL PHONE CALLERS) (415) **553-8090**

POLICE NON-EMERGENCY: (415) 553-2380

POISON CONTROL CENTER: (800) 523-2222

BUILDING MANAGEMENT OFFICE (STE. 256) (628) 220-2080

BUILDING SECURITY – MAIN LOBBY: (628) 220-2090

(628) 220-2091

UCSF Medical Center at Mission Bay (1825 4th St): (415) 353-3000

CHINESE HOSPITAL (845 Jackson): (415) 982-2400

S. F. GENERAL (1001 Potrero): (415) 206-8000

IN THE EVENT OF A CITY-WIDE DISASTER

SHELTERS

**LISTEN TO AM 740 FOR INFORMATION ABOUT
SHELTER LOCATIONS**

**CASUALTY CARE /
FIRST AID:**

**SOUTH OF MARKET HEALTH CTR.
(551 Minna Street-Between Mission &
Natoma)**

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INTRODUCTION

This manual is a tool designed to assist you in the event of an emergency. Building Management has taken every reasonable effort to ensure the accuracy and completeness of this guide. While the material presented herein is concise, simple and instructional, it does not cover every set of circumstances that may develop. In an emergency, it is imperative to use good common sense. Always use initiative, intuition, and good judgment to assure your own personal safety. Remember that every situation is different, which means your response will have to differ.

It is every employee's responsibility to know what action to take before, during and after an emergency. **Please read this guide and practice the procedures outlined within.** Familiarize yourself with your workplace environment, your fellow employees and your company's emergency preparations and procedures. Discuss the contents of this manual with your co-workers. Have a rehearsal and walk through the procedures. Take the necessary precautions to provide for the procedures mentioned in this book and test them before you need them.

If after reading this manual, you have any questions, suggestions or concerns, please contact your Supervisor, Office Manager, Facilities Manager, or the Building Management Office (000-0000). We are pleased to have you as a tenant, and we hope that you will put forth the necessary effort to enhance your personal safety and the security of everyone at 375 Beale Street.

Thank you for your cooperation.

-- **Cushman & Wakefield of California,**
as managing agents for 375 Beale Street.

This emergency plan is required per California Code of Regulations, Title 19, requiring that an emergency plan be prepared, implemented, instructed, and maintained.

BUILDING LIFE SAFETY SYSTEM AND FEATURES

375 Beale Street is monitored on a 24-hour basis: internally by on site building personnel, and externally by an off-site monitoring company. The building uses a proprietary life safety system comprised of various life safety elements to minimize the potential for injury and damage to the property and tenanted space.

Additionally, building management has developed a Life Safety Team headed by the Building Life Safety Director (Chief Engineer, Ryan Snider) and Assistant Director (Assistant Chief Engineer, Daniel Tag). This team has an established set of functions and responsibilities that will be carried out during an emergency, working under the direction of City emergency personnel.

LIFE SAFETY FEATURES

The Fire Control Center serves as the buildings central alarm monitoring center, housing the Fire Life Safety system, public address system, and elevator control panel. Building management and Fire Department personnel will coordinate all communications and direction from this location in the event of an emergency.

ACTIVATES BUILDING FIRE ALARM

MANUAL PULL STATIONS

Manual pull stations are located on each floor directly adjacent to the entrances to emergency exit stairwells. There are 3 stairwells in the building that serve as emergency exit stairwells in case of fire: to the north and exiting onto Rincon Place is Stair #3; to the east and exiting to Main Street is Stair #1; to the south and exiting to Harrison Street is Stair #4. Please note that Stair #2 cannot be accessed from Floor 2. It is important to locate your nearest accessible emergency exit stairwell and commit it to memory prior to any evacuation, whether planned or unplanned.

In the event of a fire or life safety emergency condition, these stations can be utilized to notify building personnel and off-site monitoring company of a potential life safety emergency. To activate the pull station, pull down on the handle. This action will send a signal to our fire life safety system panel and alert building personnel, tenants and emergency personnel of an emergency condition.



Please note that the men's and women's locker rooms on the second floor are equipped with "duress" pull stations (pictured to the left). These are only to be pulled in the event of a security emergency. They *do not* activate the fire alarm or emergency response teams. They only signal building security to respond to the area.

ACTIVATES BUILDING FIRE ALARM

SMOKE DETECTORS / ELEVATOR RECALL

Smoke detectors are strategically located throughout the property in the common core areas, ventilation ductwork, and tenant spaces. If activated, these detectors will alert building personnel of smoke and or fire.

Additionally, smoke detectors are located within the passenger elevator lobbies. These specific detectors are connected to an automatic elevator recall system. When activated, these detectors will recall all elevators in the affected elevator rise to the ground floor. This recall eliminates the potential for possible injury or passenger entrapment during an alarm condition signaled from an elevator lobby.



ACTIVATES BUILDING FIRE ALARM

SPRINKLER HEADS

Located throughout the property are sprinkler heads utilized to suppress fire. Each sprinkler is activated independently by heat. This design allows for the elimination of potential water damage to areas that are not threatened or directly involved in a fire condition.



AUDIBLE ALARMS / FLASHING STROBE LIGHTS

A fire alarm in the building will activate an audible alarm (a loud, wavering electronic sound). Strobes lights on the walls or ceilings will also flash (as a warning to those with hearing impairments).



SELF-CLOSING SMOKE DOORS

'Smoke doors' are most often found in passenger and freight elevator lobbies. These doors are programmed to close automatically in the event of a fire alarm. Their purpose is to prevent smoke and flames from entering the elevator shafts and spreading to unaffected portions of the building.

These doors are tested periodically. **They should NOT be blocked open or 'wedged' open at any time.**



'Smoke doors' may also be found on the general floor area INSIDE a tenant space. They are held in an open position by magnets and will release (and close) when a nearby smoke detector is activated. Their purpose is to contain smoke and flames to a confined area of the floor.

FIRE EXTINGUISHERS

Fire extinguishers are located on all floors. Fire extinguishers should only be used in small fires.



CORRIDOR EVACUATION DIAGRAMS

These diagrams are located in the elevator lobby, corridor hallways and outside stairwells.

They are primarily intended for use by visitors or other persons who are unfamiliar with the building. Tenants should be familiar with proper relocation and evacuation procedures and be able to direct others in emergency situations.



Emergency Evacuation Plan Sign



Exit Sign

EXIT STAIRWAYS

There are 3 emergency exit stairwells in the building: to the north and exiting onto Rincon Place is Stair #3; to the east and exiting to Main Street is Stair #1; to the south and exiting to Harrison Street is Stair #4. Please note that Stair #2 cannot be accessed from Floor 2. Again, it is important to locate your nearest accessible emergency exit stairwell and commit it to memory prior to any evacuation, whether planned or unplanned.

These stairwells provide egress from the building to street level at all times.

Intercom boxes are located in each stairwell at every Landing from floors 1 through 8.

This permits direct communication with Lobby Security.



PUBLIC ADDRESS SYSTEM

The building is equipped with a public address (PA) system that can be used by emergency responders—and only emergency responders—to address occupants during emergency situations.

The system includes speakers that can be heard on every floor and in the emergency stairwells. Emergency announcements, instructions, and advisements are made via this system. **It is important during an emergency to listen for announcements and instructions.**

EMERGENCY EGRESS PULL STATIONS

Elevator lobbies that are locked are required to have 'emergency egress pull stations' that, when pulled, activate various components of the building's fire life safety system, including releasing nearby magnetically controlled "smoke" doors and unlocking exit doors, notifying building security, enabling audible horns and strobe light signals and dialing the facility's remote monitoring station.

MISCELLANEOUS LIFE SAFETY SYSTEM COMPONENTS

FAN CONTROL SYSTEM

The property also utilizes a separate fan control system, which can redirect, or shut down air supply, minimizing the potential of smoke being spread to other locations within the building.

FIRE AND SMOKE BARRIERS

The general construction of the building employs the use of solid core fire resistant doors, which give a limited smoke and fire rating in corridors, stairwell exits, elevator lobbies, and tenant spaces.

EMERGENCY GENERATOR

If city electrical power is lost, the building is equipped with a diesel-driven generator to provide emergency lights in stairwells, elevators, and corridors. It will also power the building's fire alarm system, critical systems, and elevators in order for them to recall to lobby level.

BUILDING LIFE SAFETY ORGANIZATION

BUILDING LIFE SAFETY DIRECTOR

The property has designated the Fire Life Safety Director and Assistant Director with the primary responsibility and implementation maintenance of the building's life safety plan and procedures. The Director will assist in the coordination of the building's response with local authorities (Fire Department/Police) in the event of an emergency.

The Fire Life Safety Director or Assistant Director will:

- Organize, develop, and train the building's emergency staff
- Assist with the appraisal and examination of the property' fire life safety systems and readiness
- Responsible for the development and training of Tenant Floor Wardens
- Assist in scheduling and conducting Floor Warden Meetings and Fire Drills
- Maintain records, drills, tenant emergency personnel meeting and rosters

BUILDING EMERGENCY STAFF

The building's emergency staff is comprised of the building's engineering, management personnel, and security staff. In a fire alarm condition, the building emergency staff will respond to the Fire Control Center, confirm the location and type of alarm, make public address announcements to affected floors, and await the arrival of the fire department.

LIFE SAFETY ROLES OF BUILDING STAFF

BUILDING MANAGEMENT STAFF:

- Lead the emergency response team
- Respond to tenant phone calls and coordinate emergency assistance that may be needed
- Interface with tenant contacts, the media, and involved local agencies, during and after a fire situation

SECURITY:

- **Identify alarm type (smoke, manual pull, water-flow etc.)**
- **Notify engineers and building management**
- **Call '911' for fire department response**
- **Make Life Safety Announcements to tenants (from FCC)**
- Monitor Fire Control Center (for further alarms)
- Provide emergency status to fire department upon arrival
- Maintain access/egress control

ENGINEERING:

- Investigate all fire alarms when on duty
- Provide current status to fire department upon their arrival
- Control operating status of building equipment and systems

ADDITIONALLY, EMERGENCY STAFF WILL:

- Monitor movement of tenants
- **Make announcements utilizing the public address system until first responders arrive**

OTHER BUILDING STAFF RESPONSIBILITIES:

JANITORIAL AND OTHER CONTRACT STAFF

In the event of emergency, evacuation or relocation, contract and vendor personnel other than Building Security will follow the instructions of the Life Safety Director, Assistant Life Safety Director and San Francisco Fire Department officials.

BUILDING MANAGEMENT OFFICE SUPPORT STAFF

If not under instructions to relocate or evacuate, the administrative staff will perform those tasks as dictated by senior Building Management.

FIRE DRILLS

As required by the San Francisco Fire Department, a building fire drill is conducted once a year, typically in October or November. **The San Francisco Fire Code requires that all tenants participate in these drills. Non-participation is documented.**

Fire drills accomplish two necessary functions: one, they permit the emergency response team to employ the office emergency plan and carry out emergency team assignments, and two, drills give all office personnel the opportunity to identify the appropriate evacuation / relocation route and assembly points.

Prior to the staging of drills, building management will advise tenants in advance of the Floor Warden Training and scheduled drill dates and times. The Fire Life Safety Director and Assistant Director will conduct Floor Warden Trainings annually to ensure that Wardens are aware of the fire drill procedures and structure.

During the drill, building personnel will participate as monitors, noting the tenants' participation, evacuation procedures, activation of alarms, and life safety system operation.

Building management will advise tenants of conditions or procedures that may need to be addressed or re-evaluated. Management will also use this exercise to strengthen our emergency staff procedures and systems. Drills are a necessary and important activity that ensures a quick and appropriate response by all-building tenants and personnel.

TENANT RESPONSIBILITIES

Under San Francisco Fire code, tenants of high-rise office buildings must participate in emergency response plans and make responsible and dependable employees available for designation as Floor Wardens, Deputy Floor Wardens, Searchers, and Aids to disabled employees. A list of names, locations, and telephone numbers of the people so designated is to be supplied to the Building Fire Safety Director and kept current. The tenant is responsible for updating the building management of any temporary or permanent changes to the employees they have designated as emergency response team members.

TENANTS ARE REQUIRED TO **PARTICIPATE IN ANNUAL FIRE DRILLS AS REQUIRED BY THE SAN FRANCISCO FIRE CODE.** All employees should be instructed that fire drills are a serious matter, and to cooperate with the instructions of Floor Wardens assigned to their areas.

Employees should be instructed to report all unusual odors (indicating a possible fire) to their Floor Warden or the Building Office, but NOT to pull a manual pull alarm station unless they detect an actual smoke or alarm situation. ALL fires, no matter how small or quickly extinguished, must be reported.

Primary responsibility for safety of employees rests with each tenant. Tenants should tailor a basic Emergency Response Team structure to meet their needs, as determined by number of employees on the floor, and size of their suites.

THE TENANT 'EMERGENCY TEAM'

Property Managers must prepare, present and implement a high-rise office building emergency plan. The tenant shares this responsibility for the development of an internal tenant emergency plan and staff assignment. Building tenants are responsible for the maintenance of a plan and the selection of an emergency team to assist with the evacuation of personnel from their offices in the event of a simulated or emergency condition. Tenants are advised that the plan should be office specific.

The team structure may vary, and is dependent on the extent of personnel within your offices. If your office occupies a full floor, the below suggested positions should be staffed to ensure that in an emergency condition, the movement of personnel will be handled effectively. Should your office and personnel size not provide for a team structure as suggested, the tenant should ensure that sufficient positions are filled to facilitate the timely movement of personnel from your offices. All personnel assigned to these positions should be willing, available, and trained to participate in an emergency. All team members should be assigned specific functions to be carried out throughout the duration of their participation on the team.

SUGGESTED TEAM STRUCTURE:

Floor Warden
Assistant Floor Warden
Elevator Monitor(s)
Floor/Office Searcher(s)
Aides to Disabled or Physically Impaired Persons
Emergency Stairwell Monitor(s) (optional assignment)

Team members are encouraged to take a proactive role regarding office safety and should note or advise the appropriate office personnel or, if necessary, building management of all unusual, unsafe or emergency conditions.

TEAM ASSIGNMENTS:

FLOOR WARDEN

The Floor Warden is the key member of the tenant emergency response team. The person assigned to this position will be responsible for the coordinating and assembling of a response team and the development and implementation of an office emergency plan.

ROLE OF FLOOR WARDEN:

- Be observant for, and report day-to-day life safety hazards to building management.
- Assume a leadership role during the course of any emergency.
- Direct floor personnel during emergency situations.
- Interface with building management staff.

PRE-EMERGENCY RESPONSIBILITIES

- The Warden should maintain an up-to date listing of their emergency team, which should be submitted to the building's Life Safety Director reporting any changes as they occur.
- Appoint and train members of the emergency team ensuring they are capable of responding appropriately to all emergency situations.
- Make periodic inspections of offices, noting all safety related conditions, ensuring that all flammables are stored in proper containers and all exit points are free from obstructions.

GENERAL EMERGENCY RESPONSIBILITIES

- The Floor Warden should ensure these procedures and responsibilities are carried out in the event of an emergency condition:
- Determine the type and severity of an emergency condition.
- Initiate the emergency team response and office's emergency plan.
- Advise building management or contact the fire department by dialing **911**. If necessary, activate a manual pull station.
- Verify that all areas of the floor or office have been cleared and evacuated.
- Account for all office personnel at the designated relocation assembly area.
- **Maintain control of office personnel if they are directed NOT to MOVE (such as after an earthquake).**

FIRE ALARM RESPONSIBILITIES

The Floor Warden should ensure these procedures and responsibilities are carried out in the event of a fire alarm sounds:

- **LISTEN FOR ANNOUNCEMENTS AND DIRECTIONS** from the public address system. An audible voice instruction will automatically follow alarm activation. This may be followed by further instruction from the emergency team. **If an announcement of any kind is not forthcoming within 60 seconds (maximum) after the alarm activation**, the tenant's emergency team should initiate evacuation procedures.
- **DIRECT PERSONNEL** to the nearest emergency stairwell and instruct them to descend the stairwell and exit the building.

- Once personnel have completed the evacuation of the floor/office, the tenant emergency team should complete a check of the floor and relocate four floors below. Wardens should then **ACCOUNT FOR PERSONNEL** and await further instructions from building management or the fire department.
- Have an **EVACUATION ROUTE CLEARLY DEFINED** and made as specific to the space as possible. The plan should be made available to the members of the emergency team and office personnel. The route should have an alternate means of exiting the office if physically possible.
- **ASSIGN AIDES TO PERSONS WITH DISABILITIES** who will assist in exiting or relocation of a person(s) in an emergency condition.

ASSISTANT FLOOR WARDEN

The Assistant Floor Warden will assume all the responsibilities of the Floor Warden in his or her absence. The Assistant will assist the Warden in the implementation of an office emergency plan and supervision of the emergency team.

ELEVATOR MONITORS

This position is an optional assignment. The elevator monitor will ensure that persons do not enter the passenger elevator lobby and attempt to use the elevators (which will be re-called during emergencies). They will also assist in the directing of personnel to the proper emergency stairwell exit.

FLOOR SEARCHERS

Floor searchers are assigned to inform office personnel of an emergency condition, and direct them to the proper exit point. They will also search the floor to ensure that all persons have been evacuated. Searchers should report the status of their designated search area to the Floor Warden. The number of designated searchers should be dependent upon the number of personnel on the floor and total square footage of the office space. Searchers should be well versed with the office configuration and layout. Searchers should inspect all areas of the space including restrooms, storage rooms, conference rooms, etc.

AIDE TO PERSONS WITH DISABILITIES

Two team members should be assigned to persons who are temporarily or permanently disabled or wheelchair bound, to assist them in evacuation to a predetermined location within an emergency stairwell. The aide will have the responsibility of notifying the Floor Warden that disabled person(s) have been located on the floor and properly assisted. The Floor Warden will ensure that this information is transferred to building personnel or the fire department. **The fire department recommends that disabled persons remain in the stairwell and await assistance from the Fire Department.**

STAIRWELL MONITORS

This position is an optional assignment. Full floor tenants are strongly urged to fill this position. Stairwell monitors direct persons to the stairwells and instructs them to proceed down to exit at street level.

EVACUATION

This procedure calls for persons to enter the emergency stairwells, descend the staircase (or ascend if in the east "back: end of the Beale Street garage) to the ground floor and exit the building.

Persons should evacuate to a predetermined location (by your office) away from the building.

Meeting at this assembly location will enable your tenant emergency staff to account for all personnel.

375 Beale Street



TENANT EMERGENCY GUIDE

FEBRUARY 2016

**EMERGENCY
PROCEDURES
SECTION**

All Tenant Emergency Response Team members shall acquaint themselves with the procedures described in this manual.

IF YOU DISCOVER OR SUSPECT A FIRE:

ACTIVATE A 'MANUAL PULL' ALARM STATION

Manual pull stations are located adjacent to each emergency stairwell exit and in the elevator lobbies. Pull stations can be activated by pulling down the hand lever. This action will send an alarm signal to the building fire alarm panel and the off-site alarm monitoring company.

- **CALL THE FIRE DEPARTMENT: DIAL '911'**
STATE YOUR SPECIFIC LOCATION (ADDRESS, FLOOR, AND SUITE) AND NATURE OF THE FIRE.
- **CALL SECURITY** (if time and safety permits):
CALL 1 415 **XXX-XXX** – DIRECT TO LOBBY SECURITY.

When calling Security, please provide as much information as you can. Indicate if '911' emergency has already been called.

ALERT YOUR FLOOR WARDEN / WARN OTHERS IN THE AREA

- Floor Wardens should initiate tenant emergency response team.
- Dispatch persons to search restrooms, storerooms, and closed offices.
- Dispatch persons to aid any possible disabled persons.

FOLLOW EVACUATION PROCEDURES

- Proceed to nearest stairwell exit, enter and walk downward and exit at street level.
- Do not use elevators.

IF SMOKE OR GASES ARE PRESENT

- Stay low.
- Crawl on hands and knees to exit.

FEEL DOORS FOR HEAT

Feel all closed doors with the back of your hand before opening them (including stairwell doors). Close all doors along your exit route.

WHAT TO DO IF YOU ONLY SMELL SMOKE

Call Security at 1 (415) XXX-XXXX. Engineers/Security staff will be dispatched to investigate.

IF YOU HEAR A FIRE ALARM / SEE FLASHING STROBE LIGHTS:

- **LISTEN FOR ANNOUNCEMENTS** and instructions from the building's public address system.
- **REMAIN CALM AND FOLLOW THE INSTRUCTIONS OF YOUR FLOOR WARDEN.**
If you are assigned as a floor/office emergency team member, follow your procedures or tasks.
- **EVACUATE AS DIRECTED.** Proceed to the nearest emergency exit stairwell, enter and proceed to the exit at street level and exit the building.
- **DO NOT USE THE ELEVATORS.** In cases when a smoke detector in an elevator lobby is activated, all elevators will automatically recall to the ground floor and made available to the firefighters.
- **CLOSE ALL DOORS**, but do not lock them.
- **IF, DUE TO A DISABILITY OR IMPAIRMENT**, you are unable to evacuate, then advise a member of your emergency staff or floor warden of this condition.
- **PERSONS UNABLE TO EVACUATE SHOULD BE ASSISTED TO THE NEAREST EMERGENCY STAIRWELL LANDING** of your floor, where they can be assisted by emergency personnel.

HOW & WHEN TO USE FIRE EXTINGUISHERS

Dry chemical fire extinguishers are the first line of defense against small fires. Located at strategic points around the building, each extinguisher is the proper type for the fire that would most likely occur in that area.

EXTINGUISHERS SHOULD ONLY BE USED ON SMALL FIRES, defined as no larger than a small office trash can. If a fire is discovered while it is still small enough for the extinguisher to be effective: **Call '911' FIRST**, notify others, and only then attempt to use the extinguisher. If the small fire cannot be quickly extinguished, remember to use the fire extinguisher for ensuring your safe exit from the building. **Do NOT** completely empty the contents of the extinguisher attempting to fight an uncontrollable fire.

Remove the extinguisher from its place and hold it upright. Stand back 8–10 feet from the fire and follow the acronym **PASS**:

Pull the retaining pin.

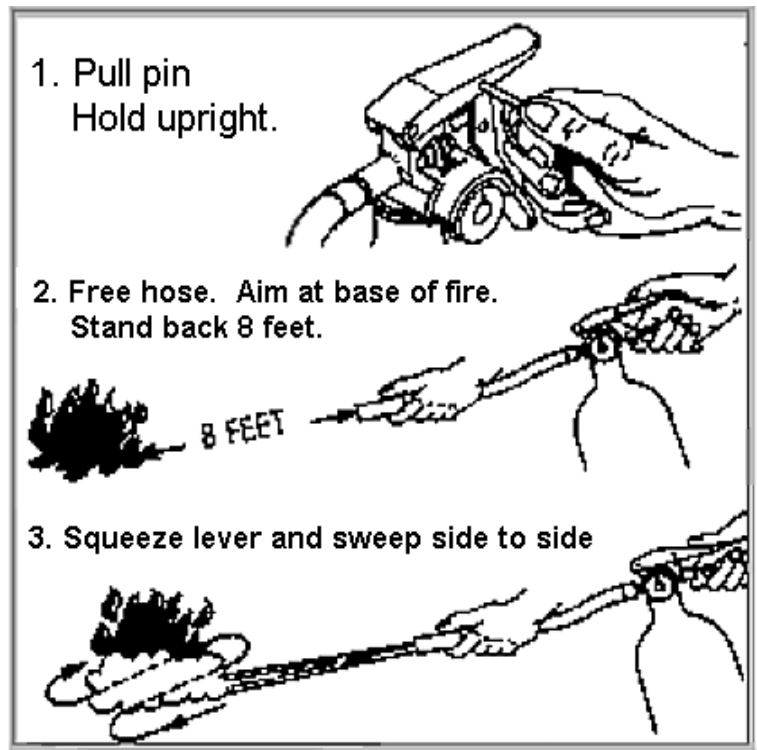
Aim the nozzle at the base of the flames.

Squeeze the handle completely. This will discharge the extinguishing agent at the fire.

Sweep from side to side. Go slightly beyond the fire area with each pass. Once the fire is out, wait before leaving the area. If the fire re-ignites, you may need to make a further application.

Fire extinguishers can generate a great amount of 'dust' when activated, so be very careful—the 'dust' may contain noxious fumes. As smoke inhalation is the major cause of fire deaths in this country, whenever possible, cover your mouth and nose with a wet cloth.

If it is not feasible to use an extinguisher, begin relocation/ evacuation procedures at once. **Call '911'**. Close as many doors and windows behind you as possible to contain the fire to the smallest area. **Activate a manual pull station as you enter the stairwell**



MEDICAL EMERGENCY

CALL '911'. Give your exact location (street address, floor, and suite).

CALL SECURITY:

- Give your floor and suite.
- Indicate if you have already called '911'.
- **Security will place the service/small freight elevator in 'emergency mode' for the arriving emergency personnel.**

ASSIST VICTIM

- If possible do not leave the individual unattended.
- Keep victim warm and comfortable.
- If necessary and you have been trained to do so, administer first aid.

NOTIFY SUPERVISOR

- **Have a co-worker stand by in the elevator lobby to direct paramedics and security to the victim's location.**
- NOTE: IT IS IMPORTANT TO NOTIFY THE BUILDING OFFICE / SECURITY OF YOUR EMERGENCY AS IT WILL EXPEDITE A FASTER MEDICAL RESPONSE.

EMERGENCY CARE FOR THE DISABLED:

WHEN ASSISTING a visually impaired person, identify yourself and your purpose for being there. Allow the individual the opportunity to establish your position before you continue. Describe your actions before and as you do them.

Follow these procedures:

- Prevent injury and further damage to disabled victims who may not be able to care for themselves. Assist them to the extent you are trained.
- Keep a level head. A demand for immediate action often translates into insecurity and fear. Keep your focus and concentrate. Be patient. Speak clearly and directly about the emergency.
- The unexpected conditions and lack of control inherent to emergency situations can be very disorienting. Isolate hysterical people and deal with them in simple, firm and clear language.
- Use "clock-face" directions to orient people. For example, say, "The door is at 3 o'clock."
- If dealing with a person whom is hearing impaired, use a pad and pencil as an alternative method to language. Be simple and clear. Write slowly and give yourself plenty of room for comment.

EARTHQUAKE EMERGENCY PROCEDURE

Should an earthquake occur while you are in the building, these actions may lessen the potential for injury or personnel risk:

WHEN THE EARTHQUAKE SHAKING BEGINS, IMMEDIATELY:

'DUCK, COVER, AND HOLD ON'.

- Seek shelter under a desk or table.
- Do not seek shelter in a doorway – swinging doors may injure you.
- If you are not near a strong desk or table, drop to the floor against an interior wall and cover your head and neck with your arms.
- Stay clear of tall objects, cabinets, glass partitions, and windows.
- Stay under cover, as aftershocks may follow.

ONCE THE EARTHQUAKE SHAKING STOPS:

CHECK THOSE AROUND YOU AND ASSIST INJURED PERSONS OR RENDER AID.

CALL '911' TO REPORT FIRE CONDITIONS OR INJURIES.

Following a serious earthquake, emergency services may not be available for extended periods.

EVACUATE ONLY IF:

- **Instructed by your floor warden,**
- **Or, the Building's public address system.**
- **Any time you are in imminent danger.**

DO NOT ATTEMPT TO USE ANY ELEVATOR.

GATHER EMPLOYEES IN A SAFE AREA OF THE FLOOR (as soon as it appears to be safe to do so).

- Determine if all employees are accounted for.
- Organize your tenant emergency response team.
- Listen to the public address system for instructions and or further advisements.
- **Stay on your floor unless in imminent danger. You are safer inside the building than on the streets.**

SEARCH YOUR SUITE / FLOOR FOR FIRE, FLOODING, OR OTHER HAZARDS WHEN SAFE TO DO SO.

(If safe to do so, turn off and unplug all electrical appliances.)

NOTIFY BUILDING OFFICE OR SECURITY OF INJURIES OR HAZARDS.

EARTHQUAKE PREPAREDNESS:

It is also conceivable that support services may be delayed as much as 72 hours. Because of these possibilities, an internal procedure for addressing medical emergencies and “housekeeping” will fall on the shoulders of each individual tenant or person. **While not required, it is suggested that each tenant invest in an emergency supply kit.**

SUGGESTED EMERGENCY SUPPLY KIT

- Copies of emergency procedures
- Personnel roster
- Non-perishable food
- Bottled Water
- General first-aid supply
- Individual Prescription Medicine
- Flashlight(s) and additional batteries
- Battery powered lantern
- Portable radio and extra batteries
- Blankets
- Large plastic bags
- Toilet paper
- Plastic buckets with lids
- Matches
- Duct tape
- Scissors
- Screwdriver, wrench, hammer (or all-in-one tool)

BOMB THREATS

- **REMAIN CALM. KEEP THE CALLER ON THE LINE AS LONG AS POSSIBLE.**
- **RECORD ALL INFORMATION ON THE ATTACHED BOMB THREAT CHECKLIST.**
- **NOTIFY YOUR SUPERVISOR.**

Do not discuss incident with others (partial 'facts' may cause others to panic and react before the threat has been assessed by management.)

- **NOTIFY S.F.P.D (SAN FRANCISCO POLICE DEPARTMENT): CALL '911'.**
- **CALL SECURITY: 1 415 XXX-XXXX.**
- **DO NOT TOUCH SUSPICIOUS OBJECTS.**
- **DO NOT OPERATE CELLULAR PHONES OR RADIOS NEAR SUSPICIOUS OBJECTS.**
- **THE TENANT, S.F.P.D., AND BUILDING MANAGEMENT WILL ASSESS THE THREAT. The decision whether to evacuate your offices or the building will be based on:**
 - The recommendation of local authorities (Police, Fire, or Bomb Squad),
 - The judgment of your senior company representatives or Building Management.

BOMB SEARCHES:

TENANT SPACES: Local authorities and Building personnel will **NOT** search tenant controlled spaces. Due to the tenant's lease obligations and general familiarity with their own areas, they shall be responsible to conduct initial searches in their own offices.

COMMON AREAS: DESIGNATED LAW ENFORCEMENT will be responsible to conduct searches of all common use areas: emergency stairwells, multi-tenant corridors and restrooms, elevator lobbies, loading dock, perimeter areas, etc.

HOW TO IDENTIFY A POSSIBLE PACKAGE BOMB:

SIZE

If a letter, is it unusually thick?

WEIGHT

Excessive weight for the size of the parcel. Excessive postage (usually stamps)

BALANCE

Does the letter appear to be heavier at one end?

FEEL

Is their springiness in the sides of the letter?

APPEARANCE

- Grease or oil marks / discoloration present on the envelope box or wrapping.
- Protruding wires, string, or tinfoil.
- Excessive securing material, such as tape or string.
- Restrictive markings, such as 'confidential', 'urgent', 'personal', 'to be opened by addressee only'.
- Does it bear unusual style of writing or addressed to an unknown person?
- Incorrect title for the addressee, or a title without a person's name?
- Handwritten or poorly typed address.
- Common words are misspelled.

ODOR

Is there an unusual smell?

ORIGIN

Mailed from a foreign country?

IF YOU CONSIDER A PARCEL TO BE OF A SUSPICIOUS NATURE, DO NOT OPEN IT. CONTACT:

- San Francisco Police Dept: Dial: '911'.
- Security: Dial: 1 415 XXX-XXXX
- **AGAIN, THE TENANT, S.F.P.D., AND BUILDING MANAGEMENT WILL ASSESS THE THREAT. The decision whether to evacuate your offices or the building will be based on:**
 - The recommendation of local authorities (Police, Fire, or Bomb Squad),
 - The judgment of your senior company representatives and Building Management.

WORKPLACE VIOLENCE

ALTHOUGH THE MOST COMMON form is the unlawful entry of an armed intruder, violence in the workplace can take many forms. Learn to identify behavior requiring intervention:

- Any behavior that is physically threatening to yourself or another individual.
- Behavior or actions that a reasonable person would interpret as potentially violent (verbal threats, throwing objects, waving fists, destruction of personal property).
- Any substantial threat to harm another individual, destroy property or in any way endanger the safety of employees.
- Aberrant behavior that might signal emotional distress (severe mood swings, impulsive or intimidating behavior, yelling).

IF A PERSON'S BEHAVIOR BECOMES INAPPROPRIATE:

- If you feel you are in personal danger, leave the area if possible.
- **CALL '911'.**
- Notify the Building Management Office at 1 415 XXX-XXXX.

IF A PERSON ENTERS YOUR WORK SPACE WITH A WEAPON:

- **IF UNABLE TO SAFELY ESCAPE THE AREA, GO TO A SAFE PLACE AND HIDE.**
- **Stay under cover and stay hidden.**
- **Do not run. You may become a moving target.**

CALL '911'.

- Give your exact location (street address, floor, and suite).
- Stay on the line with the '911' operator, if instructed.

CALL SECURITY AT 1 415 XXX-XXXX, if time and safety permit.

- Give your floor and suite.
- Indicate if you have already called '911'.
- Supply as many details as possible.

WARN OTHERS IN THE AREA, if safety permits.

LISTEN FOR ANNOUNCEMENTS on the public address system.

REMAIN HIDDEN UNTIL POLICE ARRIVE and you hear the 'all clear' signal.

- Expect to remain hidden for extended periods as police systematically search floors.
- Follow all instructions of police.

COMMON-SENSE RULES IN A DANGEROUS SITUATION:

- Trust your instincts. If you are afraid of someone, you probably have a good reason.
- Take all threats seriously.
- Physically, give the subject a fair degree of 'personal space'.

URGE EMPLOYEES TO REPORT ALL INSTANCES OF DOMESTIC DISPUTES / VIOLENCE THAT MAY SPILL INTO THE WORKPLACE.

Company HR personnel can further assess the need for informing Building Management and invoking a workplace restraining order.

POWER FAILURE

375 Beale Street was designed to minimize the risk of a building-related power failure. However, should a power failure occur, the building's emergency generator will take approximately 15-30 seconds to switch on and provide power to operate the following systems:

- The passenger and service/small freight elevator cars
- Fire and life safety system and equipment
- Emergency pathway lighting (exit lights and emergency lighting in corridors, inside suites, emergency stairwells, and restrooms)
- Critical building systems and equipment

CIVIL DISORDER & DISTURBANCES

THE UNITED STATES CONSTITUTION guarantees the right to assemble peacefully and express views publicly—whether those views are popular or not. However, the Constitution also states that one person may not lawfully restrain another’s freedom of movement to force them to listen to their views. In addition, one may not infringe on the personal or property rights of others, or trespass on or damage private property in the exercise of one’s rights to freedom of assembly or speech.

If a demonstration interferes with public use of streets or sidewalks, authorities may act to maintain order. They may also intervene if great public disorder is threatened, such as in the case of a riot.

It is important to be aware of basic group dynamics so that violent or out-of-control demonstrations or group assemblies can be avoided or prevented.

HERE ARE SOME SIMPLE DEFINITIONS TO HELP YOU RECOGNIZE DIFFERENT TYPES OF GROUPS:

A **GROUP** may exist for any number of reasons. They may be on tour, at a social function or part of a demonstration. Groups by their nature are assembled for a reason. They have purpose and are generally organized and directed in some way so that they are under control.

A **SIMPLE CROWD** is any number of people close together. It may consist of a dozen people in an elevator, a few hundred people on the street or a hundred thousand in a stadium. Increased emotional tension is a natural tendency in a crowd.

A **SOCIAL GATHERING** can attract people that want to present a message.

A **DEMONSTRATION** is defined as an assembly of people with the intention of expressing a view, getting attention for that view and informing others about it. Demonstrations may include consumer protests, marches, rallies or worker strikes, and can often degenerate into mobs due to high levels of anger or frustration.

A **MOB** is a group out of control. A mob may be large or small, be organized to some degree, and will often have some common purpose in mind.

A **RIOT** is characterized by mob action, destruction of property and injury to people.

Should you witness an unruly crowd or one that threatens your safety, call Security at 1 415 XXX-XXXX and report your sightings.

PLEASE OBSERVE THE FOLLOWING GUIDELINES IN THE EVENT OF A CIVIL DISTURBANCE:

- Remain within the building. If you must leave, do not antagonize the demonstrators. Inform all other personnel to do likewise. Do not travel to other buildings, unless you are directed to do so by Security personnel.
- If possible, close the drapes in exterior rooms. Avoid window areas so you do not become a target. Lock all doors.
- Report to the core area of the building; (away from the exterior of the building).

- Stay off the phone. Avoid unnecessary inquiries to Building Management or Security that may tie up communications systems.
- Use good judgment, remain calm and stay in your office suite unless you are in an unsafe position or instructed to leave by Security personnel.
- Secure all valuable materials in a vault, safe place or other out-of-sight area.
- Cooperate. Certain building services may be limited during a disturbance.
- Access to certain areas may be restricted. Withdraw from the area until it is safe to enter. Your safety should be your primary concern.
- If you are outside the building, focus your attention away from the incident. To prevent injury or erroneous arrest, leave the area of disturbance.
- **If demonstrators enter the premises, keep calm, be courteous and avoid an incident. Avoid actions or verbal responses that may ignite the situation.** Avoid arguing, making provocative statements or entering into a debate with the demonstrator. They have entered the building to propagandize, confront or agitate the building's occupants. Let them make their point. Frustrating them is dangerous. Do not try to reason with them. If you can do so without incident, call Security to have the individual removed.

TOXIC HAZARDS

HAZARDOUS MATERIALS INCIDENTS occur without warning. The person who initially discovers the incident needs to respond immediately by notifying the Building Office and giving detailed information. After Engineering and the Fire Department make an assessment of the situation, they will instruct building tenants and employees as to what actions to take in providing for their personal safety. Location and degree of severity of the incident will help determine the appropriate actions that need to be taken.

Once the Fire Department has arrived on the scene and made an evaluation of the incident, the Fire Department Incident Commander will determine the appropriate action to be taken by persons in the immediate area. Several factors—such as the wind speed and direction, time of day and effects of weather—will determine the need for evacuation or other corrective actions. All decisions regarding life safety procedures will originate from Security, the Life Safety Director and the Fire Department.

WHAT TO DO IF YOU SUSPECT A HAZARDOUS MATERIALS INCIDENT:

Notify Security immediately by calling 1 415 XXX-XXXX. Please follow the following procedures.

- **REPORT INFORMATION.** Give your name, the exact location of the material released, your telephone number and your extension. Report any injuries. Identify the type of materials involved, if known. Describe the effects of the incident (i.e., the activity of the hazardous material and its reaction on the surroundings; describe the colors, smells or visible gases being produced).
- **IF NECESSARY, EVACUATE THE IMMEDIATE AREA** and keep others out. If fumes are being produced, restrict the area. Move away from the hazard and take your personal belongings. Do not enter a restricted area to get your belongings. Only trained and properly equipped emergency personnel may enter a contaminated area.
- **ACTIVATE A BUDDY SYSTEM** and assist others who cannot leave on their own. Employees will stay with their partners and observe them for signs of chemical or heat exposure. Each member will periodically check the integrity of his or her partner's clothing for possible effects.
- **REFRAIN FROM SMOKING.** Do not strike matches or lighters.
- **DO NOT EAT OR DRINK ANYTHING.** It may be contaminated.
- **DO NOT APPLY COSMETICS.** They mask true skin color and tone.
- **SPEAK ONLY THE FACTS YOU KNOW.** Rumors are dangerous.. Emphasize positive things. Your attitude will affect the attitudes of those around you.
- **STAY CLEAR OF ARRIVING EMERGENCY VEHICLES** and remain out of the way. Make yourself available for questioning by Security and carefully document all details immediately.

CHEMICAL / ENVIRONMENTAL THREAT – INSIDE THE BUILDING

Upon notification by the Authorities that a credible chemical / environmental threat has occurred within the building, all air circulation systems will be shut down.

If required, the building will begin a staged and orderly evacuation, beginning with the area(s) or floor(s) immediately threatened. If deemed necessary by emergency responder personnel, subsequent groups will be evacuated.

TENANTS SHOULD DO THE FOLLOWING:

- Listen to P.A. system announcements.
- Follow all instructions.
- Activate your company Emergency Response Team:
- Floor Wardens will hold tenant occupants on the floor until the staged evacuation announcement is given.
- Do NOT call the Building Office unless you have a critical emergency.
- Once evacuated, assemble at your off site meeting location.
- Do not attempt to re-enter the building until given the approval to do so by Building management.
- Rumors are dangerous. Speak only the facts you know.
- Emphasize positive things. Your attitude will affect the attitudes of those around you.

CHEMICAL / ENVIRONMENTAL THREAT – OUTSIDE THE BUILDING

Upon notification by Authorities of a credible chemical / environmental threat outside of the building, the building will be secured and the air circulation stopped, minimizing the induction of exterior hazards. If such an environmental threat is widespread, municipal emergency services may be unable to respond to specific locations. **Building occupants should be prepared to 'SHELTER IN PLACE' until the specific threat has subsided and an 'all clear' given by authorities.**

TENANTS SHOULD DO THE FOLLOWING:

- Listen to P.A. system announcements.
- Follow all instructions.
- Activate your company Emergency Response Team.
- Floor Wardens: Initiate 'SHELTER IN PLACE' procedures.
- Tenants should go to internal office areas that are away from windows and that have limited air movement.
- Close all available doors within the suite or office.
- DO NOT call the Building Office unless you have a critical emergency resulting from, or in addition to, the reported threat.
- Remain in place until an 'all clear' announcement is given VIA THE P.A. SYSTEM.
- Rumors are dangerous. Speak only the facts you know.
- Emphasize positive things. Your attitude will affect the attitudes of those around you.

SEVERE WEATHER

In general, San Francisco enjoys only two types of unusual weather conditions that may require extra precautions.

High Winds

Local weather services will issue advisories predicting severe high winds. When directed by building personnel, remain clear of exterior glass. Please be aware that while the building may seem to “sway” under extreme high winds, it was designed to move in this manner. Do not be alarmed.

Heavy Rain

Local weather services and radio stations will issue heavy rainfall advisories and severe flooding locations. Traffic updates and commute information is also available from these sources.

APPENDIX

FIRE PREVENTION

Common-Sense Fire Prevention:

Items #1 – 6 are specifically addressed in the San Francisco Fire Code. The Fire Marshal looks for such things during the annual fire safety inspection of the building and tenant spaces.

1. **BLOCKING 'FIRE DOORS' OPEN IS A DIRECT VIOLATION OF THE SAN FRANCISCO FIRE CODE.** When a fire alarm is activated in the building, these 'fire doors' are designed to automatically close in order to prevent the spread of smoke and flames throughout the floor and into the elevator shafts. Do not block open fire doors at any time.
2. Store all flammable fluids in a cool, safe location. Do not store large quantities of flammable solvents.
3. Do not place any object too close to sprinkler heads. There must be **at least an 18-inch clearance** from the bottom of the sprinkler head to the top of any object underneath the sprinkler head.
4. To provide for a quick exit in the event of an evacuation or relocation, leave all hallways and exits free of boxes and trash. This includes areas around cubicles. **Do not use exit corridors as "extra storage" areas.**
5. Do not accumulate discarded files and paper trash in your office or storage areas. Pay special attention to housekeeping in areas that produce lots of trash, such as storage areas, freight elevator lobbies, duplication areas, or kitchens.
6. Keep electrical cords in good repair. Inspect them periodically and report frayed cords to facilities management. Do not bypass ground plugs. **Do not use extension cords in place of the need for permanent wiring (ie, "daisy chaining" electrical power strips to each other).**
7. Check all electrical equipment at the end of the day to make sure it is turned off if it can be. This includes copiers, coffee pots, computers, printers, and similar equipment.

FIRE / LIFE SAFETY CHECK LIST

All building occupants should be trained to be aware of specific areas and hazardous situations that can cause both life and fire safety hazards. When such hazards occur, appropriate building staff or tenant office personnel should be advised immediately to correct, respond to, or report the conditions.

Building staff and floor wardens should make periodic checks for the following conditions, and train fellow employees to make note of potentially hazardous situations. Please use the questions below as a checklist to ensure that your office suite meets normal life and fire safety standards. We recommend you photocopy this list and inspect your suite or floor on a regularly scheduled basis.

HOUSEKEEPING / MAINTENANCE

- | YES | NO | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Are no-smoking regulations being observed? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are no-smoking signs posted in appropriate areas? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are trash, rubbish and recycling removed on a regular basis? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is combustible waste placed in the proper approved containers? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are flammable liquids safely stored in approved containers? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is proper approved ventilation provided in appropriate areas? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are electrical plugs, switches and cords legal and in good repair? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there no extensive use of extension cords from outlets? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is adequate clearance of three feet maintained at all sub-panels? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are electrical equipment and devices turned off when not in use? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there portable heaters? (None are allowed in the building.) |

FIRE / LIFE SAFETY PROTECTION

- | YES | NO | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Is there adequate lighting in corridors, exits and stairways? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are all exit signs illuminated as required? |

- Are evacuation routes adequately posted?
- Are evacuation signs maintained with none defaced or missing?
- Are fire doors in operable condition with none wedged or blocked open, especially at stairwells?
- Are stairwells free of obstacles, storage, refuse, etc?
- Are corridors and exits maintained unobstructed?
- Is the fire alarm systems tested regularly?
- Are fire sprinkler inlets and shut-off valves visible and accessible?
- Are fire sprinkler heads clean and unobstructed for eighteen inches below?
- Is there adequate clearance of three 3 feet for all fire extinguishers and hoses?
- Is fire equipment in proper/legal locations, in undamaged condition and properly and regularly tested (check tag)?
- Is the Floor Warden system personnel updated, fully staffed?
- Have all tenants and new employees been instructed on emergency plans?
- Other observations:

Comments or questions:

Submitted by: _____ Date: _____

Company: _____ Floor / Suite: _____

FLOOR WARDEN FIRE DRILL CRITIQUE FORM

Company: _____ Flr. / Suite: _____ Date: _____

Your Name: _____ Phone: _____

RETURN OR FAX THIS FORM TO THE BUILDING OFFICE (SUITE 1420) (FAX: 546-0508)

PLEASE ANSWER **YES** OR **NO** TO THE FOLLOWING QUESTIONS.
PLEASE EXPLAIN ALL **NO** ANSWERS ON THE BACK OF THE PAGE.

COMMUNICATIONS

YES NO

Was the fire alarm clearly seen and heard in all areas?

Was the Public Address System clearly heard?

FLOOR WARDENS

YES NO

Was there anyone on your floor that required special assistance?

Was the area searched by pairs of persons?

Did someone stand in the elevator lobby and remind tenants not to use the elevators?

Did someone go to the stairwell to remind tenants what floor to relocate or evacuate to?

FIRE / SMOKE CONTAINMENT

YES NO

Were all doors in your office suite closed?

EVACUATION

YES NO

Were all exits unlocked when you attempted to evacuate?

Were corridors and exits free of obstacles?

Did the evacuation proceed in a smooth and orderly manner?

Did all occupants participate in the drill?

Bay Area Air Quality Management District Emergency Evacuation Assembly Area

- 375 Beale Assembly Area – Rincon Park**
- Take Main Street (towards Market)
 - Turn Right on Folsom and head towards the water
 - This will lead you straight towards Rincon Park

