



Emergency Guidebook

Be Prepared • Be Aware • Be Ready





Albert B. Ashforth, Inc.


MANAGEMENT SERVICES

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Emergency Contacts



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Senior Property Manager
Office: (203) 629-3513
Cell: (203) 223-8451

Vicky Lynch

Assistant Property Manager
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Cell: (203) 231-6704

Al Guzman

Chief Building Engineer
Cell: (203) 223-8615

Julio Suarez

Building Engineer
Cell: (203) 247-4629

24-Hour Security Desk
(203) 629-3513

Ashforth After-Hours Tenant Emergency Hotline: (203) 359-6454

Emergency	Contact
Fire/Smoke	Fire Department 911 and Property Management (203) 629-3513
Bombs and Bomb Threats	Police Bomb Squad 911 and Property Management (203) 629-3513
Power Failure	Property Management (203) 629-3513
Medical Emergencies	Ambulance 911 and Property Management (203) 629-3513
Elevator Malfunctions	Property Management (203) 629-3513
Crime/Security Threats	Police Department 911, Greenwich Police Front Desk (203) 622-8000, and Property Management (203) 629-3513
Poison Emergency	Police Department 911, Property Management (203) 629-3513, and CT Poison Control Center (800) 222-1222
Severe Weather Emergencies	Property Management (203) 629-3513

Everyone is encouraged to register with the [CT Alert ENS \(Emergency Notification System\)](#). This site will guide you through the necessary steps to be prepared for any emergency event, natural or otherwise.

Introduction & Purpose

The safety of every individual is our primary concern. This guide is intended to provide critical information, safety tips and procedures for handling emergencies. Using this information along with calm decision-making and some common sense, you will be better prepared to meet any type of emergency.

The guide does not cover all emergencies and their appropriate procedures. For any questions please contact the Property Management Office and your company's safety representative.

Are you prepared for an emergency?

- Do you know who is responsible for security/safety in your building and how to contact that person?
- Do you know the locations of all of the fire extinguishers and fire alarm pull stations on your floor?
- Do you know the identities of the safety officers, fire wardens, and emergency coordinators in your company?
- Do you know multiple ways to exit your location in case your nearest one is unavailable?
- Do you know the emergency exit procedures for your building?
- Have you read the list of suggested personal items you may want to keep at your desk for emergencies?
- Do you know where the closest hospital emergency room is located?
- Have you read your company's emergency procedures and business continuity plan?
- Do you know the location of your assembly points in the event of an emergency in accordance with your company's emergency plan?

If you answered "no" to any of these questions you should talk with your company's security representative to find out the answer.

Everyone is required to participate in all Life Safety drills. They are for your safety and protection.

For additional information on emergency preparedness review the [Connecticut Guide to Emergency Preparedness](#) and the [Department of Homeland Security's Ready website](#).

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	Power Outage		Suspicious Mail/Packages		Bombs and Bomb Threats
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See Something, Say Something



If you see something out of place or suspicious activity, contact the police.

General public safety is everyone’s responsibility. If you see suspicious activity, report it to local law enforcement and the Property Management Office/Security (203) 629-3513. In case of an emergency, call 911.

It can be difficult to know what “something suspicious” looks like – but trust yourself when something doesn’t look quite right.

Fire/Evacuation



If the fire alarm is activated, stay calm and follow the following building evacuation procedures:

- Use the closest stairwell to evacuate the building as instructed by your floor warden or fire department.
- If you are disabled, notify your floor warden and wait for help in stairwell.
- Do not use elevators.

If fire or smoke breaks out in your office:

- Pull the closest Fire Alarm Pull Station.
- Call the Fire Department at 911 and give the Building Address (One or Two Greenwich Plaza), floor number and your name.
- Close doors around fire to contain it, if possible.
- Notify your floor warden and Property Management Office: (203) 629-3513.
- Begin BUILDING EVACUATION PROCEDURES IMMEDIATELY.

Fire department personnel or building management will authorize re-entry to the building.

Participate in all Life Safety drills. They are for your safety and protection.

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Medical Emergency



If you encounter a medical emergency, stay calm and follow the following procedures:

- Upon arriving at the scene of the incident immediately call 911, if one of the following scenarios exists:
 - Injured person is unconscious.
 - Injured person is in extreme pain and could not administer their own aid.
 - Injured person is panic-stricken and cannot administer their own aid.
- When calling 911, be prepared to give the following information:
 - The Building Address (One or Two Greenwich Plaza), floor number and your name.
 - Details of the accident or illness.
 - NOTE: Do not hang up! Follow the instructions of the EMS dispatcher!
- Notify the Property Management Office: (203) 629-3513. Give your location in the building.
- If CPR or First Aid is needed, **ONLY a certified** person is to administer aid.
- Keep the patient calm and comfortable as possible until emergency personnel arrive. Try to obtain from the patient the nature of the illness, what, if any, medication has been taken and the patient's choice of doctor and hospital.
- If the person has fallen, do not move him or her.
- Once Emergency Personnel has arrived then quickly bring them up to date on the situation and let them take over as soon as possible.

Medical Emergency – AED/CPR



If AED (Automated External Defibrillation) is needed, follow the instructions given by the device. If CPR (Cardiopulmonary Resuscitation) is needed, **ONLY a certified person is to administer aid.**

Know the Signs

- Uncomfortable pressure, fullness, squeezing, heaviness, or pain the center of the chest that lasts more than a few minutes or that goes away and come back.
- Pain spreading to the shoulders, neck, lower jaw, or arms.
- Chest discomfort with lightheadedness, fainting, sweating, nausea or shortness of breath.

Know What to Do

- Call 911 immediately.
- Call the Security/Property Management Office: (203) 629-3513.
- Get the AED, if possible, located at the security desk in each building's main lobby.
- Perform AED operation steps and continue AED procedures until emergency personnel arrive.
- Give CPR if it's necessary and **only if you are certified.**

The Property Management Office is equipped with an Automatic External Defibrillator (AED), and officers have completed CPR and AED training.

Greenwich Plaza's AEDs are located at the security desk in each building's main lobby.

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Elevator Emergency



The elevators in the building are equipped with a variety of features to ensure the safety of passengers during normal operation, during a malfunction of equipment and any other emergency that may affect operation. On occasion, elevators do malfunction even though they are properly maintained.

If you are stopped in an elevator:

- Remain calm.
- Press the emergency **HELP** button on the elevator panel.
 - Do not call the Fire Department from your cell phone unless you smell smoke or see fire.
- You will automatically be connected to Security/elevator monitoring service.
 - State the nature of the emergency: Elevator Malfunction.
 - State your name, and the elevator number and floor.
 - The elevator service company will be contacted to dispatch a technician and building Engineering staff will arrive immediately.
- Stay calm and wait for help to arrive. If there is an extended wait, sit on the floor and either look up or ahead so that you will feel less confined.
- If the elevator stops between floors and the door opens, press the emergency HELP button. Stay in the car. **DO NOT** try to climb out or jump to the floor below. **DO NOT** try to pry open the doors as it may cause additional damage to the equipment that could prolong the emergency.
- Follow all instructions of the Security Guard, Engineering staff and elevator service technician.

Severe Weather



Property staff will monitor weather conditions during severe weather. The **CT Alert ENS (Emergency Notification System)** or Property Management will advise occupants if it becomes necessary to take action.

Hurricane

- When an evacuation order is issued by the State of CT, Management will close the property and occupants will be asked to evacuate within a specific time frame.
- All electronics should be powered down. Refrigerators should be empty.
- Secure your office space, sensitive files and equipment.
- All vehicles should be removed from the property.

Tornado

- All employees should move to areas in the building's core: interior offices, corridors, restrooms or stairwells.
- Close all doors behind you as you leave your office.
- The greatest danger is from flying glass and objects. Put the maximum number of walls between you and the building's exterior.

When All Clear is received:

- When exiting your shelter area, be wary of damaged portions of the building, especially downed electrical lines, broken windows, etc.
- Account for all employees. Administer first aid. Call 911 for medical assistance if required.
- Check for damage. Call Property Management or Security for assistance.

Blizzard/Winter Weather

- The property generally does not close for inclement weather. If the property should close, appropriate notification will be made to designated tenant contacts.
- If employees Shelter In Place in your office because conditions may not allow safe travel, please notify the Property Management office.

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Power Outage



The building is designed to minimize the risk of a power failure by having an emergency generator. If a power outage occurs, the building's emergency generator will begin providing the building with emergency power.

In the event of a power failure:

- Notify Security: (203) 629-3513.
- Property Management will determine the reason for the outage and will notify tenant contacts with information regarding the power outage and an approximate time for the power to be restored.
- Raise blinds to let in outside light.
- If you are trapped in an elevator during a power failure, press HELP on the elevator panel which will allow you to speak directly to the elevator emergency personnel.

Suspicious Mail/Packages



Always be aware! Examine unopened envelopes and packages and look for suspicious features. If you discover a suspicious package or letter and are unable to verify mail contents with the addressee or sender:

- Remain calm.
- Do not move, alter, open, examine or disturb the package or envelope.
- Do not come into contact with any powder or fluid that might have spilled.
- Call the Police at 911.
- Contact Building Security at (203) 629-3513.
- Do not touch your eyes, nose or other body parts.
- Evacuate the immediate area, close door and ensure no one enters.
- Thoroughly wash hands with soap and water.

If you suspect the mail or package contains a bomb/explosive, or radiological, biological or chemical threat:

- Do not handle. Call 911. Wash your hands with soap and water.

Take direction from the Property Manager and/or local authorities, who will determine whether to evacuate the building or not.

Features of Suspect Mail

- Excessive postage, no postage, or non-cancelled postage.
- Return address missing or fictitious.
- Improper spelling of names, titles or locations.
- Unexpected envelopes from foreign countries.
- Suspicious or threatening messages written on packages.
- Postmark with different location than return address.
- Rigid, irregular, or lopsided packages.
- Distorted handwriting or cut-and-paste lettering.
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked "Fragile: Handle with Care," "Rush: Do Not Delay," "Personal" or "Confidential".
- Packages discolored, oily or with an unusual odor.
- Packages with soft spots, bulges, or excessive weight.
- Protruding wires or aluminum foil.

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Bombs and Bomb Threats



Most reports of bombs are false alarms intended to create a disturbance at a specific location. For this reason, the decision of how to react must be carefully considered by your managers and Property Management. All bomb threats must be reported to your manager and the Property Manager/Security Manager. Police or emergency services will determine if a building evacuation is required.

Bombs

Bombs can be constructed to look like almost anything and can be placed or delivered in a number of ways. Similarly, bomb threats are delivered in a variety of ways. Do not ignore the threat.

Examine your office space for strange and suspicious items because no one knows your areas as well as you do. Immediately report any strange or suspicious item to your manager and Property Management/Security. Do not touch any specific item. Some suspicious items include:

- Letters that are unusually bulky or heavy.
- Parcels or envelopes with chemical or oil stains.
- Parcels or envelopes without a return address.
- Parcels or envelopes that simply do not look or feel ordinary.

If a bomb or bomb threat has been delivered, Property Management's policy is to Search, and Evacuate, if warranted.

Bombs and Bomb Threats



Bomb Threats

The most common threats are made by direct telephone contact. Obtain as much information as possible on a bomb threat call and be prepared to relay this to the Police.

If you receive a Telephone Bomb Threat, follow the following procedures:

- Remain calm. Keep the caller on the phone as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- While on the phone, have a co-worker immediately call 911, then your manager and Security at (203) 629-3513. If you cannot immediately reach either one – call 911 if they were not already notified.
- Record the phone number displayed on caller ID, if possible.
- If possible, record any relevant information using the **Bomb Threat Checklist** on the next page.
- After the caller hangs up, DO NOT HANG UP but from a different phone notify your manager, and the Property Management Office.

DO NOT use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb. DO NOT touch or move a suspicious package.

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Bomb Threat Checklist



If you receive a bomb threat call, keep calm.

DATE: _____ TIME: _____
 PHONE NUMBER WHERE CALL ORIGINATED: _____
 TIME CALLER HUNG UP: _____
 EXACT WORDS OF THREAT: _____

Questions to be asked:

1. Time bomb is set to explode? _____
2. Where is it located? (Floor/Area?) _____
3. What kind of bomb is it and what does it look like? _____
4. Did you place the bomb? Why? _____
5. Where are you calling from? _____
6. What is your address? _____
7. What is your Name? _____

Description of caller's voice (check) Male Female Calm Nervous
 Young Old Middle-aged Deep Accent Broken Angry Nasal
 Rough Refined Lisp Rapid Loud Estimated Age: _____

Recognize voice? If so, who does it sound like? _____

Background noises (check) Music Motor Traffic Children Voices
 Static Whistles Bells Horns Aircraft Factory Machinery
 Trains Ocean Chimes Street Noises Clear Animal Noises

Other: _____

Additional Information

1. Did caller indicate knowledge of the facility? If so, how? _____
2. What line did the call come in on? _____

Other Remarks: _____

Print Name/Building/Company/Department _____

Signature/Date _____

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Violence in the Workplace



Respond early to an agitated state — perspiring and red face, shaking hands. These are often the first warning signs of a person who could become threatening or violent. This is the time to remain calm and explain to the customer/employee what the procedures are and why they are necessary. If the customer/employee is still agitated, it may be necessary to call a supervisor over to talk to the customer/employee. In an extreme case, alert a coworker to have a manager call Security or local police.

Angry or Hostile Customer or Coworker

- Stay calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.
- Notify your manager immediately.

Person Shouting, Swearing, and Threatening

- Signal a coworker, or supervisor, that you need help.
- Do not make any calls yourself.
- Have someone call your manager, Security, or local police.

Threatening with a Gun, Knife, or Other Weapon

- Stay calm. Quietly signal for help.
- Maintain eye contact.
- Stall for time.
- Keep talking – but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab a weapon.
- Watch for a possible chance to escape to a safe area.
- Notify your manager, Security, or local police, or have someone do so for you.

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Environmental Emergencies



If you notice multiple people becoming ill for unexplained reasons:

- Notify Emergency First Responders at 911 and Property Management/Security.
- Do NOT rush in. Assess the situation and insure that the area has not been contaminated before attempting to give first aid.
- Try to determine the contamination source.
- Attempt to isolate the area so that others will not become contaminated
- Immediately move yourself and others to fresh air.
- If you have been contaminated, stay clear of other people and seek immediate help from First Responders for decontamination procedures & medical assistance.

If an environmental spill or leak occurs in your office:

- Notify emergency response personnel if required.
- Notify Property Management.
- Notify proper federal, state or local authorities.

Response:

- For emergency call 911.
- For information or accidental poison control, call the CT Poison Control Center at (800) 222-1222.
- For cleanup assistance, call:
 - Local Fire Department.
 - U.S. Environmental Protection Agency: (800) 424-8802.
 - Notify Property Management with full details of the incident.

Know the hazards of chemicals in your space and treat them accordingly. Maintain Material Safety Data Sheets (MSDS) and have them available for any emergency. It is the responsibility of each handler of hazardous material to know all regulations affecting the handling, storage, or transportation of those materials. If you have any questions on what materials may be covered, contact the Federal Environmental Protection Agency or local authorities. Notify Property Management of any materials stored or handled in your space.

Shelter In Place



Shelter In Place means to seek immediate, temporary shelter where you are. Sometimes Shelter In Place is used for emergencies such as pandemics and weather-related incidents such as hurricanes and tornadoes. Also, if there is an emergency outside the building such as a gas leak, a release of toxic or hazardous chemical contaminants, or a possible active shooter event, remaining in place is safer. Shelter In Place is mostly intended as a short-term strategy for dealing with the incident and normally does not last longer than a few hours, however, it may be prolonged. Remain calm and be patient.

Remain calm and implement the following, for a temporary incident:

- Choose the closest room, with the fewest number of doors & windows.
- If you can safely inform others in your area to Shelter In Place, do so carefully.
- Close & lock all doors as you are able, lower window shades, if possible.
- If the door does not lock, barricade it with any available machines or furniture.
- If you believe there is a danger of chemical contaminants, try to seal the room.
- Seal the cracks around the door, windows, air vents & electrical outlets.
- Remain in place until the police or first responders give an "all clear."
- Do not open the door, and do not respond or move without first responder's positive identification.

First Responders, Security or Property Management will advise you when it is safe to evacuate.

During prolonged situations involving pandemics: you may be required to implement social distancing, stay at home, and limit most activity except for essential services.

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Active Shooter

ACTIVE SHOOTER

If an Active Shooter is INSIDE your building:

- Remain calm. Know where your escape routes are located.
- GET OUT/ESCAPE. If possible, exit the building via safest possible route.
- COVER/CONCEALMENT. If you cannot exit safely, find the nearest safe room, barricade doors, shut off lights, get out of sight, and keep quiet. Turn cell phones to silent mode.
- CALL 911 as soon as it's safe. Do not open door until law enforcement officer advises it is safe to do so.
- Stay focused on survival and keep others around you calm and focused.
- DEFEND YOURSELF. As a last resort, and only if your life is in imminent danger, defend yourself! Attempt to incapacitate the active shooter; act with physical aggression and throw items at the active shooter.

If an Active Shooter is OUTSIDE your building:

- Remain calm.
- Proceed to a room that can be locked.
- Close and lock doors; if doors cannot be locked, barricade doors, shut off lights, get out of sight, and keep quiet. Silence cell phones.
- One person in the room should call 911 and advise the dispatcher what is taking place.
- Do not open the door until advised by law enforcement. Ask to see credentials.

When Law Enforcement Arrives:

- Remain calm, and follow officers' instructions.
- Put down any items in your hands.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements towards officers.
- Avoid pointing, screaming and/or yelling.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Earthquake



When an earthquake begins, stay calm and seek immediate shelter.

- DROP, COVER AND HOLD ON. If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
- Stay away from glass, windows, outside doors and walls, and anything that may fall, such as lighting fixtures or furniture.
- Do not use a doorway unless you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking.
- Do not use the elevators. Evacuate the building using stairwells.
- Be aware that electricity may go out or sprinkler systems or fire alarms may activate.
- Once the earthquake has stopped, check for injured persons and property damage.
 - If people are injured, call 911.
 - For property damage, notify Property Management or Security.
 - Look and watch out for downed power lines and other damaged property.
 - Go to your company's staging area for further instructions.

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Virus & Flu Pandemics



A virus or flu pandemic happens when a new kind of virus causes people to get sick all over the world. It can last for many months, affect many different places and be very dangerous. No one knows for sure when, or where, the next pandemic might happen, but everyone should be prepared.

Ashforth will take additional steps to help ensure a safer environment for everyone.

- We will work with our custodial team to increase public cleaning frequencies, addressing high traffic areas, ensure restrooms remain stocked with towels and antibacterial soap, and providing sanitizing stations wherever possible.
- We will post health safety tips in our common areas.
- We will encourage any outside delivery staff to refrain from entering the building if they have virus symptoms. Each tenant, at their own discretion, can choose to screen visitors for their own space. Please notify our management team if you screen and we will instruct our security staff to enforce your current visitor policy.
- Contact our management team immediately if anyone in your company contracts the virus.

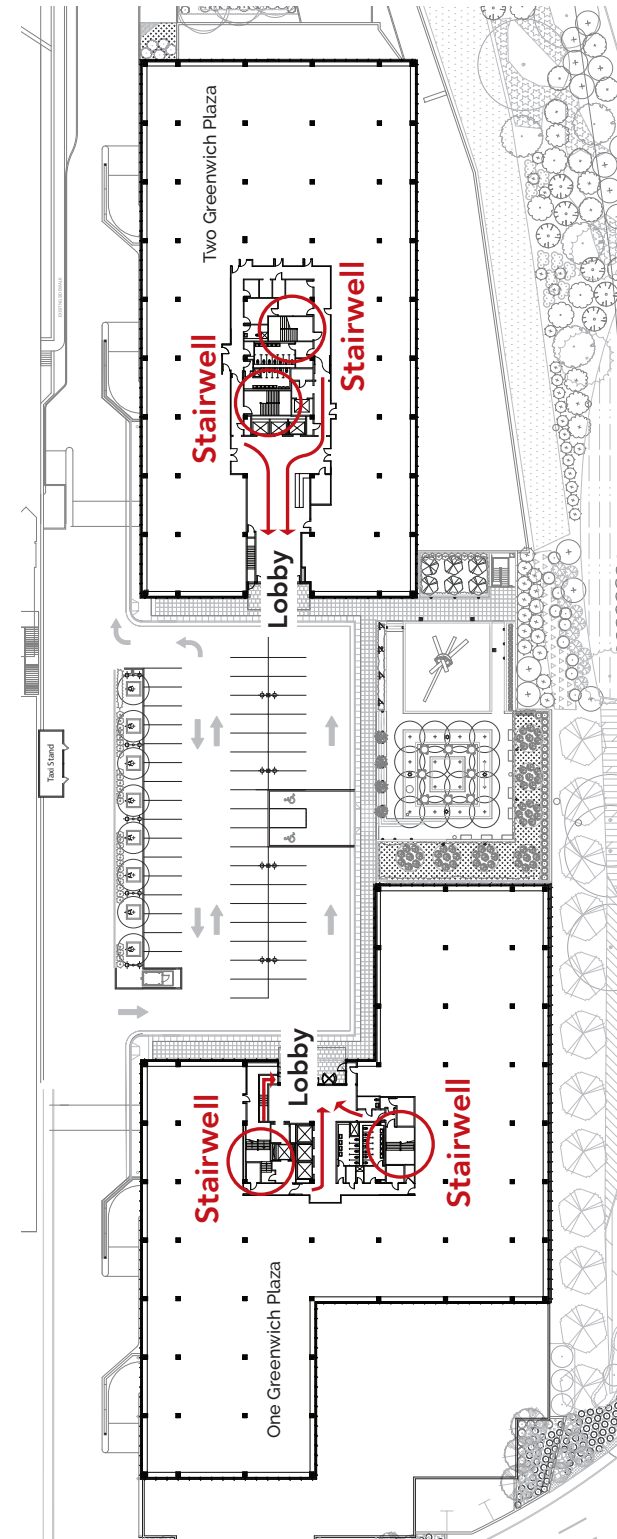
Below is a list of recommendations from the CDC and other health organizations on what you can do to protect yourself and others from the spread of viruses.

What you can do to protect yourself and others

- Your best defense is to wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer if soap and water are not available
- Avoid touching your nose, eyes or mouth without first washing your hands
- Use tissue when sneezing or coughing and dispose of immediately
- Avoid close contact with individuals showing signs of fever or persistent cough
- Stay home/work remotely if you are sick or with symptoms
- Get medical care quickly if your illness is getting worse
- Disinfect doorknobs, countertops, telephones, computers, and other shared objects and surfaces that are commonly touched around the workplace or home.
- Make sure your emergency supply kit is ready
- Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious food.



Emergency Evacuation Egress



To exit, use the closest stairwell on your floor.
 Leave building via main entrance of your building lobby.
 Move away from building to your assigned meeting area.

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