

## Emergency Telephone Numbers

	<u>Emergency</u>	<u>Non-Emergency</u>
<b>Fire Department</b>	911	(925) 454-2361
<b>Police Department</b>	911	(925) 931-5100
<b>Medical (Ambulance)</b>	911	
<b>Property Management</b>	(925) 734-8400	(925) 734-8400
<b>Campus Security</b>	(925) 382-1590	(925) 382-1590

In case of emergency, stay calm and help others. Listen for instructions. Know your exits.

My nearest exit is: \_\_\_\_\_

My Floor Warden is: \_\_\_\_\_

*Contact your company facilities team for the name of your Floor Warden.*

## Bomb Threat Questions:

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

### Caller's Voice:

Describe the caller's voice: male, female, high, low, accent, impediment?

Do any words or phrases stand out?

Listen for background noises.

Note length of call, date, and time.

### Exact Wording of the Threat:

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# EMERGENCY PROCEDURES





**6200-6230 Stoneridge Mall Road  
Pleasanton, CA 94588**

In the event of a fire, earthquake, or power failure at Pleasanton Corporate Commons, the building systems will respond automatically. The systems can also be controlled manually.

The Pleasanton Fire Department is familiar with our systems and will be automatically dispatched if there is a fire alarm.

In addition, Floor Wardens located in each suite and on each floor have been trained in emergency procedures. They will wear a special orange vest during any emergency for quick and easy identification.

In the event of an emergency, please be familiar with the following procedures:

### **TO PREPARE FOR AN EMERGENCY**

1. Be familiar with the location and functions of:
  - Manual Pull Stations
  - Stairwells
  - Alarms and Strobes
  - Floor Wardens
  - Fire Extinguishers
  - First Aid Supplies
2. In case of an earthquake have a change of clothes available, walking shoes, and any essential medications/personal items to last for up to 72 hours.
3. Familiarize yourself with procedures in the Tenant Manual (located at [pleasantoncorp.com/emergency](http://pleasantoncorp.com/emergency)) as well as all of your company's emergency procedures.

### **WHAT TO DO IF YOU DISCOVER A:**

#### **MEDICAL EMERGENCY**

If there is a medical emergency:

1. Call **911**.
2. Call the Property Management Office at **734-8400**.
3. Remain calm.
4. Provide any medical aid that your training allows.
5. Send someone to hold an elevator on the 1<sup>st</sup> floor for emergency responders and send another person to the elevator lobby on your floor to direct responders to your suite.

#### **BOMB THREAT**

If you receive a bomb threat, obtain as much information as you can from the caller (refer to Bomb Threat questions on the back of brochure). Next:

1. Call the Pleasanton Police Department at **931-5100**.
2. Call the Property Management Office at **734-8400**.
3. Inspect your area but do not touch or remove any suspicious objects.

The decision whether to evacuate the building is the responsibility of the senior officer of each tenant company.

If you find a suspicious object, do not touch it. Call **911** and the PMO at **734-8400**.

#### **EARTHQUAKE**

During an earthquake, you are often safer inside the building than outside. If you feel a tremor:

1. Get under a sturdy table or desk to protect yourself from falling objects.
2. Stay away from windows.
3. Do not use the elevators. The elevators may become disabled during an earthquake. Stay in the elevator lobby: this is the most structurally sound part of the building.
4. Do not attempt to use the stairs or evacuate the building without being instructed to do so.

#### **FIRE**

1. Pull a manual pull station. Pull stations are located in the elevator lobbies and at the stairwells.
2. Call **911**.
3. Call the Property Management Office at **734-8400**.
4. Notify your Floor Warden and others on your floor. It is your responsibility to know your Floor Warden and where he or she is located.
5. Close doors behind you as you leave but do not lock.

### **THE ALARM SYSTEM**

When a fire alarm is activated, the building systems will respond automatically.

The audible alarm and strobe lights will activate. The Fire Department will be notified. To prevent the spread of smoke, the smoke dampers will close and the building fans will shut down.

### **EVACUATION PROCEDURES:**

**IF YOU HEAR AN ALARM  
OR SEE THE STROBE LIGHTS**

1. Stay calm
2. Follow instructions. You may be asked to search restrooms or offices or to help disabled people from the area.
3. Feel doors with the back of your hand before opening them. Don't open any doors that are hot.
4. Close doors behind you as you leave. Do not lock them. Do not return for personal articles.
5. Locate the nearest stairwell and evacuate the building. If you are disabled, await help in the stairwell. Once outside, move away from the building and reassemble with your Floor Warden.
6. Do not use the elevators. If a smoke detector is activated in the elevator lobby, the elevators will automatically return to ground level and open. If you are in an elevator when an alarm sounds, don't push the emergency stop button.
7. If smoke is present, stay low. The best air is nearest the floor.
8. If you are trapped by smoke, remain calm. Put a towel/article of clothing under the door. If you are near a perimeter window, signal for help by placing a sign in the window.
9. Once outside, stay far enough away to avoid possible falling glass or debris and out of the way of emergency responders.