TENANT WARDEN TRAINING

Congratulations on completing the Tenant Warden Training course! Now that you are familiar with what to do during a crisis, use this Reference Sheet as a helpful tool to keep your knowledge fresh.

IMPORTANT DEFINITIONS

The **TENANT EVACUATION TEAM**—or Crisis Team—is a group of your co-workers, chosen by company leaders, to have specific responsibilities during a crisis. Each tenant in your building has a Tenant Evacuation Team, which consists of a Tenant Warden, Assistant Warden, Special Assistants, Tenant Executives, and sometimes a Tenant Administrator. Each team member plays a specific role ensuring each office can manage a crisis properly.

- **TENANT WARDENS**—or Crisis Leaders—are the connecting links between the property management staff and their respective companies and fellow employees. They lead their company's preparedness efforts, manage the evacuation of their suite to the designated area while wearing their identifiers, and report to property management the locations of all persons requiring special assistance.

- **ASSISTANT WARDENS**—or Crisis Managers—assume all responsibilities of the Tenant Wardens in their absence. When Tenant Wardens are available, Assistant Wardens help out as necessary during an evacuation, receiving instructions from and reporting to the Tenant Warden during an emergency.

- **SPECIAL ASSISTANTS** aid persons requiring special assistance and ensure they are evacuated safely. They notify Tenant Wardens of the status of the persons requiring special assistance during evacuation and stay with them until the emergency personnel locates them.

- **TENANT EXECUTIVES** have a high level of interest in the Preparis Portal and can view all site content but may not have a "hands-on" role in administering the program.

- **TENANT ADMINISTRATORS**, if utilized, have the administrative responsibility of keeping the Tenant Evacuation Team contact information for their company up-to-date in the Preparis Portal.

COMMUNICATION FLOW

Assistant Wardens / Special Assistants / Tenant Administrators → Tenant Wardens → Property Mgmt. → Fire Department

LIFE SAFETY EQUIPMENT

Depending on your building, there are a number of features an **emergency system** can have, such as the HVAC system on floors in alarm shutting down, stairwell doors automatically unlocking, each floor containing a sprinkler system, and generator back-ups providing electricity to fire pumps and fire panels.

Fire alarm systems are comprised of devices that work together to detect and alert people when smoke, fire, or both are present. The fire alarm can be initiated a number of ways, including a pull station that has been manually activated, a smoke detector sensing smoke and activating, or a sprinkler flow sensor detecting water flow and activating.

The most common **fire extinguisher** used in commercial buildings is the dry chemical ABC type, which can be used on all three types of fires. An easy way to remember how to operate one is the word PASS:

> **P**—Pull the pin from the handles.
> **A**—Aim the nozzle at the base of the fire.
> **S**—Squeeze the handle to discharge the extinguishing agent.
> **S**—Sweep from side-to-side.

EVACUATION PROCEDURES

Formalizing a good evacuation procedure, practicing it, and following it in the event of an emergency will get your people to safety quickly and efficiently. Make sure to design your evacuation procedures around local codes and designate an assembly area that is at least 300 feet away from the property.

During the initial detection of a fire-related condition, the alarm system will activate at least one floor above and one floor below to evacuate tenants. Follow the evacuation plan rehearsed during drills and know the gathering area for your office to ensure all employees are accounted for.

Below is a list of good evacuation procedures to follow:

- When you hear or see an alarm, remain calm and quiet so everyone can hear PA announcements regarding evacuation instructions.
- Follow exit signs and exit by the nearest stairwell.
- Take nothing with you—no briefcases, purses, etc.
- Evacuate to the assembly area and make sure employees check in with the Tenant Warden or Assistant Warden.
- Do not leave the assembly area unless the Tenant Warden is notified—do not go to vehicles to leave.

ABOUT PREPARIS

Preparis is an all-in-one business continuity solution helping businesses protect their people, operations and brand while meeting regulatory requirements. The company's unique combination of technology and services makes creating and maintaining business continuity programs easy. Founded in 2007, Preparis is protecting organizations in more than 200 cities worldwide. For more information about Preparis, please visit www.preparis.com

HOW TO RESPOND TO EMERGENCIES

SMELL OF SMOKE
If you or an employee smells smoke, contact the property management office. Do not investigate the smell of smoke yourself—the building staff will respond. If you see smoke, treat it as a fire and follow the fire emergency procedures.

DISCOVERING SMOKE OR FIRE
If smoke or fire is discovered, activate the nearest manual pull station/fire alarm and call 911. Remove anyone from the immediate danger area and close the door to the room of origin to contain the fire for a longer period of time. If the fire is small and contained to a small area, use a fire extinguisher, but only if you know how to, you have the right extinguisher, and you have a means to exit if you can't put it out. If the fire is too large, use the chart to evacuate safely.

If Fire Strikes

Tenant Wardens and Assistant Wardens	Special Assistants
1. Wear your identifiers (hats, vests, etc.). 2. Convey information and instructions in a calm manner. 3. Notify property management or the local authorities of any people requiring special assistance and those awaiting the fire department for additional assistance. 4. Assist in evacuating everyone carefully to the assembly area as directed by property management. 5. Take attendance of your suite and report any missing personnel to property management at the assembly area.	1. Locate your assigned individual and assist him/her to the stairwell. 2. Once in the stairwell, notify the Tenant Warden. 3. If you encounter a problem when moving your assigned individual down the stairwell, inform the Tenant Warden so that additional qualified emergency personnel can assist.

BOMB THREAT
If a bomb threat is called in, use the *Bomb Threat Checklist* found in the Preparis Portal. Call 911 immediately after the call is complete. If a suspicious package is discovered, notify property management for assistance. Property management will notify tenants whether or not to evacuate. Do **NOT** use two-way radios or cell phones. Radio signals can potentially detonate a bomb.

POWER OUTAGE
If a power outage occurs, notify property management and turn off all computers and equipment. Property management will communicate with the utility company and provide further instructions.

SEVERE STORMS
In extreme weather conditions, it is best to move away from the perimeter of the building, closing doors behind you. If you must leave your floor, do **NOT** use elevators.

MEDICAL EMERGENCIES
Immediately call 911 when medical emergencies occur and notify property management of the situation. Do **NOT** move an injured person unless a life-threatening hazard exists.

Preparis : How to Manage Users

Adding Users

1. Log in to your PreParis account at preparisapp.com

2. In the top pane, click on "Manage", then "Users"

3. On the right of the screen, click on "New User"

4. Enter employee's contact information in designated field. Please note; the "role" that should be selected is "Tenant Administrator"

5. If you would like for your employees to access Preparis you may select to "send registration email"

6. Then click on "Save User"

Edit/Removing Users

1. Log in to your PreParis account at preparisapp.com

2. In the top pane, click on "Manage", then "Users"

3. Select the users name you want to remove or edit

4. REMOVE: On the right of the screen, click on the symbol of a trash can.

5. EDIT: edit the fields desired then click on "Save and Finish"

Any questions please feel free to contact the Building Management Office at 628-220-2081 or 375Bealest@cushwake.com.

Preparis

Saving Preparis as a Contact

SMS/text alerts come from.....

Voice calls come from.....

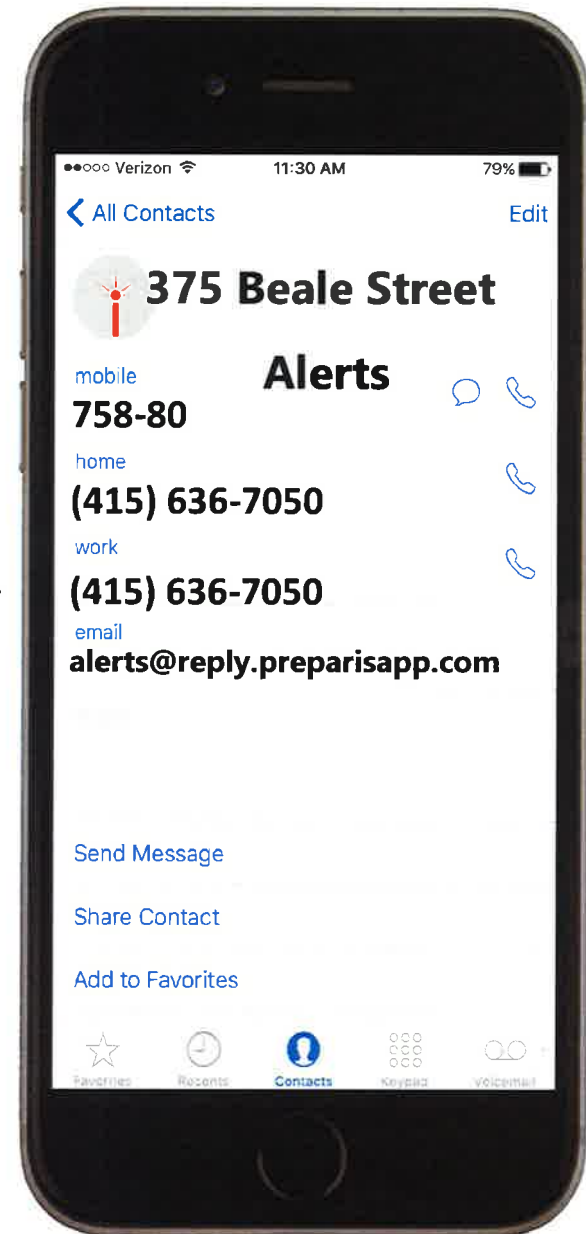Dial to check call-in announcements...

Email alerts come from...
Friendly email name: *375 Beale Street Alerts*

Helpful Tips:

**Set a unique text/ringtone for this contact so when you a receive a message, you know it is important. Rename mobile, home, and work to SMS, Voice Display, and Call-in Announcement

To Download the Preparis App : Go to the Apple App Store or Google Play and type in **Preparis**

Phone screen:

●●○○○ Verizon 11:30 AM 79%

< All Contacts — Edit

375 Beale Street Alerts

mobile
758-80

home
(415) 636-7050

work
(415) 636-7050

email
alerts@reply.preparisapp.com

Send Message

Share Contact

Add to Favorites

Favorites — Recents — Contacts — Keypad — Voicemail

Support information: support@preparis.com 1-855-447-3750 Option 2

Preparis Tenant Emergency Notification Contact Information

Company Name:

Building Address:

	Name:	Phone Number:	E-mail address:
Contact 1:			
Contact 2:			
Contact 3:			

*Please note the information provided above will be stored in the Preparis Emergency Notification System. Please be sure to provide contact information that will be sure to reach you in the event of an emergency.

Signature: _____   Date: _____

Name: _____

375 Beale Street - Bay Area Metro Center
FLOOR WARDEN INFORMATION

The San FranciscoFire Department requires that each company appoint 2 primary floor wardens for every occupied floor. If your company occupies more than 1 floor or has offices on multiple floors, please appoint 2 per office per floor as well as an alternate in case of absence. The Floor Wardens are required to attend the annual Floor Warden training and to exercise their responsibilities with a sense of leadership and authority.

First Floor Warden Name:		Title:
Phone:	Cell/Pager:	
Floor Location/Dept/Room number:		
Second Floor Warden Name:		Title:
Phone:	Cell/Pager:	
Floor Location/Dept/Room number:		
Alternate Floor Warden Name:		Title:
Phone:	Cell/Pager:	
Floor Location/Dept/Room number:		

SPECIAL NEEDS PERSONNEL

Please provide a list of those persons who will need assistance during an emergency, including anyone with claustrophobia, anxiety/panic disorders or women in their third trimester of pregnancy. Please note any special instructions to be followed in the event of an emergency. Floor wardens should assign someone to wait with anyone requiring special assistance until an Emergency service person has arrived.

Employee Name:		Title:
Phone:	Floor Location Dept/Room number:	
Special Need:		
Special Instructions:		
Employee Name:		Title:
Phone:	Floor Location Dept/Room number:	
Special Need:		
Special Instructions:		

CUSHMAN & WAKEFIELD

375 BEALE STREET
AUTHORIZATION AND EMERGENCY CONTACT FORM

COMPANY NAME: _____   PHONE: _____

LEASED PREMISES _____
ADDRESS: _____

CONTACTS:	NAME:	E-MAIL:	BUS. PHONE:
General Partner or CEO:	_____	_____	_____
Day to Day Operating Mgr:	_____	_____	_____
Leasing Contact:	_____	_____	_____
Accounting Contact:	_____	_____	_____

EMERGENCY CONTACTS: Please list below in order of priority the names and home and cellular telephone numbers of persons we may contact, at our sole discretion, after-hours in case of emergency or. PLEASE LIST AT LEAST TWO CONTACTS!

NAME	HOME #	CELL #	OFFICE #
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____

Power Outages: Do you wish for someone to be contacted? Yes or No (circle one)
Name: Name:
Contact Phone#:   Contact Phone#

Alarm Codes/Instructions: If your suite is secured by an alarm system and/or card reader, please provide the alarm codes and any SPECIFIC access instructions. (ie. Alarm key pad location, pass code, key or card access preference for building staff access, enter through back/front door, etc.)

Codes: Special Instructions:

Does your suite have card reader access? Yes or No (circle one)

If so, how do you prefer building staff enter your suite? Key or Access Card Yes or No (circle one)
Is there a specific entrance where access is only permitted? If so, please specify here _____

Hours of Operation (days/times) :

Does your office recognize any Holidays in which your office will be closed? If so, please list below.

_____   _____
_____   _____
_____   _____
_____   _____

POPULATION:
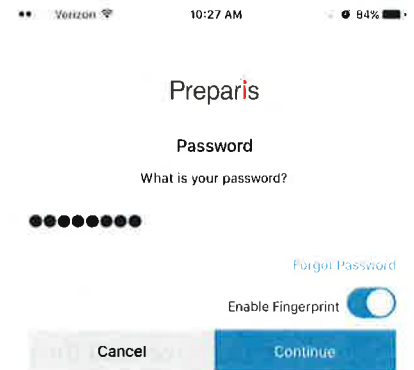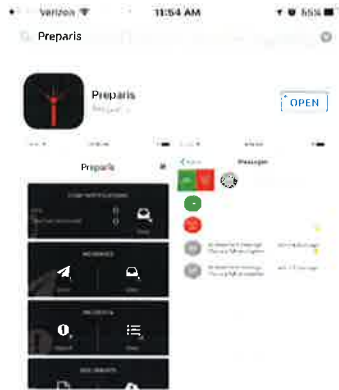Please list the number of employees you currently have in your office: _____

Authorized By:

_____   _____   _____
Name   Signature   Date

_____
Title

Preparis

MESSAGE ONLY

DOWNLOADING THE APP

1. Navigate to your device's app store
2. Search for "Preparis"
3. Once the app shows up, click to download

REGISTRATION/LOGGING IN

1. When opening the app for the first time, you will be prompted to enter in your email address. This will most likely be your company email address. If you are not sure what email address is stored in the portal, contact your Program Manager. Click "Continue."
2. You will next go through a registration process upon logging into the app for the first time. The steps include:
   - Multi-factor authentication - check via email or text
   - Set password - this password will be the same that you will use in the portal
   - Optionally, you may set up fingerprint identification
   - Accept terms and conditions
3. Allow Preparis to access your location even when you are not using the app. This allows for the geolocation function to work effectively. This setting will default to "always on", regardless if the app is open or not.
4. Allow Preparis to send you notifications. This will allow you to receive push notifications when sent.
5. You will then be taken to the home screen where you will find 2 sections: Push Notifications and Incidents.
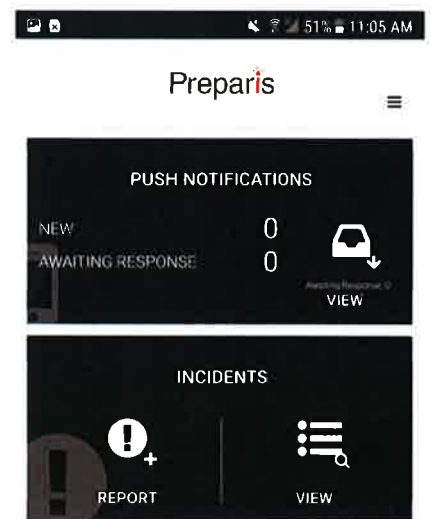
   * **NOTE: This process will have to be done for each device.**

   * **NOTE: This session time (time that goes by before you need to enter your credentials again) is 30 minutes from your last action, regardless if the app is open or not. This is also device specific.**

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RESPONDING TO A MESSAGE

When a push notification is sent through the portal, you will be able to respond to the message straight from the app. Any device that you have downloaded the Preparis app on will receive the push notification if permissions allow.

1. When you receive the notification, you can either navigate to the app via the notification or click the icon on your phone's home screen to go directly to the app's main screen.
   - If you go into the app directly, click "View" within the Push Notification section. This section will say 1 New if no response is required, and 1 Awaiting Response if a response is required.
   - If you navigate to the app via the notification, you will be taken directly to the message content.
2. Your newest message will be filtered to the top. Click the message.
3. Once you have read the message content, click "Respond" at the bottom of the screen.
4. Choose OK or NOT OK and include an optional message if desired. Once you have selected your response, click "Send Response."
5. To quick respond, click "View" within the Push Notification section. Find the message and slide to the right to select your response.
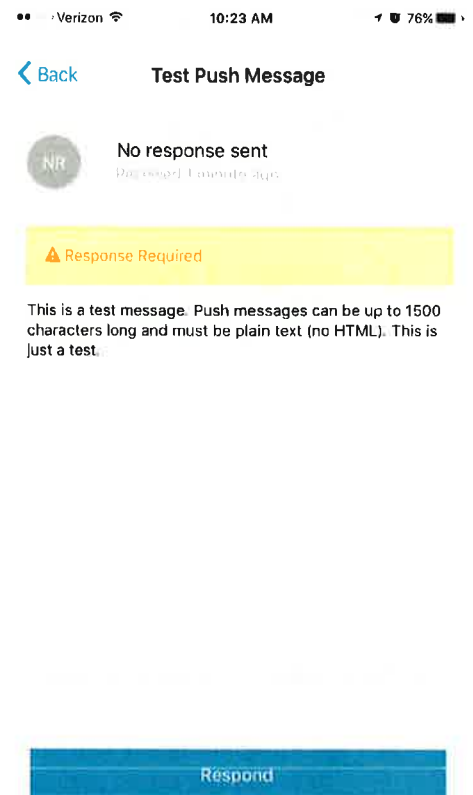
REPORTING AN INCIDENT

You have the ability to report an incident. This can be used if you see a suspicious package in the building, a fire etc.

1. Click "Report" within the Incidents section.
2. Select the Incident Type from the dropdown.
3. Compose your message that you would like to send - this can be up to 4000 characters.
4. If you would like to add a picture, you can do so by choosing one from your device's photo album or by taking a new one with your camera.
   - Click the paperclip icon to choose from your device. The first time you do this, you will have to allow Preparis to have access to your photos. Select the picture and it will be added to your message.
   - Click the camera icon to take a new picture. The first time you do this, you will have to allow Preparis to have access to your camera. Take the picture and click "Use Photo." The picture will be added to your message.
5. When finished, click "Report Incident." The app will ask you if you are are sure you want to report this incident, click "Continue."

You will be able to view all incidents that you have created by navigating to the incidents section on the app home screen and clicking "View."