

Floor Warden Manual

***The KPMG Center
550 South Hope Street
Los Angeles, CA, 90071***



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Introduction

The Fire Safety Director is appointed by the Building Owner, and typically is the Building Manager or their designee. The Fire Safety Director is responsible for the content of this manual and updating it as changes occur. It shall be kept current at all times. UPS Fire Life Safety Services, under the Certificate of Fitness license issued by the Los Angeles City Fire Department, has collaborated with the Fire Safety Director to develop this manual.

One copy shall be posted at the Fire Control Room then additional copies may be kept by the Fire Safety Director and the Building Staff Personnel. A list of The People Who May Need Assistance (physically impaired people) shall be kept in the Building Manager's Office and the Fire Control Room. This list must be kept current at all times. (This list is located in the Emergency Telephone Numbers Section of this manual, and blank forms for these individuals to fill out are located in the Occupant Instruction Manual. Guidelines of the Physically Impaired are located in the Fire Safety Director Section of this manual, and Assistance Monitors are to be trained following these guidelines by the Fire Safety Director, by a professional instructor holding a valid Certificate of Fitness, issued by the Fire Department, or by a member of the of the Los Angeles City Fire Department.

To have updates incorporated into this manual and for re-submittals to the Fire Department, contact UPS Fire Life Safety Services at (714) 619-9700.

State and local codes require the building Emergency Procedures Manual be kept current at all times. Annual approval is required. The Fire Safety Director shall send updated information and a request for re-approval to:

**Los Angeles City Fire Department
Chief's Regulation No. 4 Unit
200 North Main Street
17th Floor
Los Angeles, CA 90012
Phone: (213) 978-3596
Fax: (213) 978-3614
Email: LAFDreg4@lacity.org
Or Authority having jurisdiction**

The main purpose of the Floor Warden Manual is to save lives. Always remember that the Floor Warden Manual is written for the real fire situation and not just the fire drill. Without this type of guide any training would be inconsistent and leave many in doubt as to what they are responsible for actually doing in an actual emergency. The manual brings a standard of accountability as it is a legal document. This can only be maximized by proper training and participation in fire drills which are required annually by the California Code of Regulations, Title 19, and Section 3.09. Training may only be performed by the appointed Fire Safety Director of the Building named in this manual, by a professional instructor holding a valid Certificate of Fitness which has been issued by the Fire Department, and/or by a member of the Los Angeles City Fire Department. Training shall be conducted for Building Staff, Engineering, Maintenance, Security, Parking Personnel (as applicable) and Floor Wardens.

Training must be kept current. As changes occur in personnel; training must be implemented. Occupant instruction shall occur within 14 days of building occupancy. Occupants shall be given instruction in the format of the Occupant Instruction Manual. Documentation of all training is required. The Staff Manual, under the Fire Safety Director tab provides forms to evidence compliance. These forms are also provided in the Floor Warden Manual and Occupant Instruction manual at the back of this volume.

Documentation of all training must be faxed or mailed to the Los Angeles City Fire Department upon completion. Furthermore, a minimum of 48 hours notice to the Los Angeles City Fire Department before conducting any fire drills is required. However to have the Fire Department monitor your drill, provided their schedule allows, provide a minimum of two (2) weeks advance notice.

There are three sections to the Master Manual. The first section is the Staff Section. Next is the Floor Warden Manual. After that is the Occupant Instruction Manual. Each of these manuals is broken down into chapters. The pertinent parts of each chapter of the Staff Section are distributed to the Building Staff, Engineering, Maintenance, Security, and Parking Personnel (as applicable). The Floor Warden Manual is distributed to Floor Wardens, Assistants and Monitors. The Occupant Instruction Manual is distributed to every building Occupant, as is required by Code. (The Fire Safety Director may give Tenants written instruction to duplicate the Occupant Instruction Manual for each of their employees.)

The material in this manual pertaining to the California Code of Regulations, Title 19, the Los Angeles Municipal Code, and the Los Angeles Fire Code is required by law. Additional procedures outlined for Bomb Threat, Medical Emergency, Power Failure, Civil Disorders, etc. are recommendations only.

The provisions of Sections 3.09 and 3.10, California Code of Regulations, Title 19, require that persons responsible for new and existing high-rise buildings comply with the Emergency Pre-Fire Planning and Evacuation Requirements as set forth therein. Owners, Managers, Operators, Administrators, and Tenants of each high-rise building in the City of Los Angeles shall comply with these requirements or be subject to prosecution and penalties, including fines, as set forth in the California Code of Regulations and the Los Angeles City Municipal Code. The Fire Safety Director is appointed by the Building Owner, and typically is the Building Manager or their designee. The Fire Safety Director is responsible for the content of this manual and updating it as changes occur. It shall be kept current at all times. UPS Fire Life Safety Services, under the Certificate of Fitness license issued by the Los Angeles City Fire Department, has collaborated with the Fire Safety Director to develop this manual.

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Phone: (213) 978-3596
Fax: (213) 978-3614
Email: LAFDreg4@lacity.org
Or Authority having jurisdiction**

Emergency Phone Numbers

Fire Department -	911	or	Alternate	(213) 485-6185
Paramedics -	911	or	Alternate	(213) 483-6721
Police Department -	911	or	Alternate	(213) 626-5273
Water -	(800) 499-4611			
Electric -	(800) 821-5279			

Jim Turner, Chief Engineer
jturner@lbarealty.com

(213) 362-2725 Office

Pamela Marceca, Property Manager
pmarceca@lbarealty.com

(213) 362-2734 Office
(213) 507-0638 Mobile

Christal Flores, Tenant Services Coordinator
cflores@lbarealty.com

(213) 362-6920 Office
(213) 393-7629 Mobile

Andrew Van Cleave, Fire Safety Director
550secsup@universalpro.com

(213) 362-6908 Office
(213) 820-5601 Mobile

Ariel Gomez, Parking Manager
Agomez2@abm.com

(213) 741-7434 Office
(818) 522-6779 Mobile

Guillermo Castro, Janitorial Manager
gcastro@abm.com

(213) 741-7434 Office
(323) 203-8593 Mobile

Security Console
550southhopeseecurity@universalpro.com

(213) 362-2728 Office
(213) 718-0379 Mobile

*If you encounter any problems with the 911 system, call the alternate emergency number provided above.

FLOOR	SUITE	TENANT	FLOOR WARDEN (PRIMARY)	PHONE NUMBER	FLOOR WARDEN (ALTERNATE)	PHONE NUMBER
2	T-235	Bright Horizons	Alice Garcia	(213) 623-0072	Eva Gonzalez	(213) 623-0072
2	T-200	Oversee	Andrew Wong	(213) 408-0080		
3	300	California Bank and Trust	Valerie Verdugo	(213) 593-3196	Raul Mena	(213) 593-2000
4	450	NCLR	Erika Menjivar	(310) 989-9576		
4	460	Doctrival	Ray Rivera	(213) 455-8484		
5	500	Remax Commercial	Vicky Lo	(213) 233-4396		
5	510	Suffolk Construction	Fernando Llamas	(213) 861 6100		
5	550	San Pasqual	Donna Splaine	(213) 452-8510		
5	560	Sterling & Sterling	Jenifer Ferris	(213) 261-7397		
5	530	Kindel Gagan	Janelle Henderson	(213) 624-1550		
6	600	Gen Re	Gladys Hill	(213) 236-1728		
6	650	Murphy Pearson	Teresa Haris	(415) 962 2836		
6	675	teamCFO	Cindy Maier	(213) 628-7340		
6	685	Building Networks	Noah Kim	(213) 694-2304	Sunghan Cho	(213) 694-3206
7	700	Shangri-LA	Julie Allen	(310) 492-4416		
7	750	Salisian Lee	Neal Salisian	(213) 622-9100		
8	800	EconOne	Marisol Solares	(213) 624 9600	Dayna Charlot	(213) 624 9600
8	825	Gumport Mastan	Travis Terry	(213) 452 4900		
9	900	Canadian Consulate	Sabrina Young	(213) 716-9154	Cameron Islas	(213) 346-2715
10	1050	Shumener Odson & Oh	Anita Lim	(213) 344-4200		
10	1000	Sullivan Curtis	Monique Martinez	(213) 233-0400		

FLOOR	SUITE	TENANT	FLOOR WARDEN (PRIMARY)	PHONE NUMBER	FLOOR WARDEN (ALTERNATE)	PHONE NUMBER
11	1100	KPMG	Jon Thompson	(213) 593-6642	Lynn Jakubo	(213) 955-8871
12	1200	KPMG	Monique Jimmerson	(213) 955-8845	Maria Garcia	(213) 955-1502
14	1400	KPMG	Lenza Peterson	(213) 533-3014	Wendy Valdez	(213) 955 8502
15	1500	KPMG	Blake Carroll	(213) 955-8372	Michael Trevor	(213) 955 6747
16	1600	Pearl Meyer	LA Sonja Jubert	(213) 438-6516		
16	1645	Gianelli & Morris	Shayn Adamson	(213) 489-1600		
16	1650	Core Trust Parnters (Subtenant of Cahill Davis & O'Neal)	Robert Morgan	(213) 676-2643		
17	1700	Nabih Youseff	Suzie Elmarkobadi	(213) 362-0707		
17	1740	Nakada and Associates	Steve Nakada	(213) 943-4862		
18	1845	Accretive Solutions	Valerie Villegas	(213) 254-4200		
18	1825	AWAC	Julio Martinez	(213) 416-1405		
18	1850	Huang Ybarra	Yvonne Godson	(213) 884-4900		
19	1900	Dwyer Daly	Shawnee Rios	(213) 452-5187		
19	1910	Sage Advisors	Melanie Mendoza	(213) 346-0400		
19	1950	Smith Group JJR	Dina Courtney	(213) 228-6904	Jessica Wheeler	(213) 228-6938
20	2000	Hunton & Williams	Mark Ramirez	(213) 532-2000		

FLOOR	SUITE	TENANT	FLOOR WARDEN (PRIMARY)	PHONE NUMBER	FLOOR WARDEN (ALTERNATE)	PHONE NUMBER
21	2100	Webcor Builders	Laura Hernandez	(213) 239-2800		
21	2150	Berkeley Research Group	Lannice Renfro	(213) 499-4843	Lisa Dorman	(909) 241-1072
22	2200	Gilbert Kelly (DLA Piper subtenant)	Stephanie Magdaleno	(213) 615-7044		
23	2300	DLA Piper	Louie Jimenez	(213) 330-7700		
23	2330	Control Risk	Terry Chopiak	(213) 996-7578		
23	2350	Sinnott Puebla	Denice Kounalis	(213) 996-4202		
24	2400	DLA Piper	Louie Jimenez	(213) 330-7700		
25	2500	WM Keck Foundation	Stephanie Garacochea	(213) 612-2024		
25	2550	Wolfe & Wyman (WM Keck subtenant)	Megan Qualls	(949) 431-8804		
26	2600	Travers Cresa	Michael Livingston	(213) 430-2454		
26	2665	LBA Realty	Christal Flores	(213) 362-6920		
26	2685	Law Offices of Jeffrey Kim	Ruth Arcila	(213) 627-5200		
26	2655	Diversity Law	Janis Felde	(213) 488-6555		
26	2640	Penta Building Group	Frank Digiovanni	(213) 784-0010		
27	2700	Leo Daly	Iman Ghiam	(213) 629-0100	Amy Lench	(213) 629-0100
28	2850	Cadiz	Danielle Broome	(213) 271-1600		
28	2800	Campos EPC	Judy Caliwag	(213) 293-1514		
28	2875	Zions First National Bank	Rosa Munoz	(213) 593 3152		

Physically Impaired List

Persons requiring assistance must notify building management in writing. This list is not made available to the general public. However, it is accessible and no guarantee of privacy is given.

This list is for emergency use only. Any abuse of this policy is cause for disciplinary action.

[illegible]

**NOTE: DO NOT HANG UP UNTIL
THE EMERGENCY OPERATOR DOES FIRST!**

Fire Procedures

IF FIRE OR SMOKE IS DISCOVERED:

1. SAFETY OF LIFE: If the fire is in an occupied room, remove anyone from the immediate danger. Confine the fire or smoke by closing doors as you leave the area.
2. NOTIFICATION: Activate the manual pull station.
 - a. Notify the Fire Department. Dial **9-1-1**. The following seven-digit emergency number for your area, as a secondary contact, should be used only if a problem occurs in the **9-1-1** system. **(213) 384-3131**

Give them the following information:

Building Address	550 South Hope Street
Nearest Cross Street	6 th Street and South Hope Street
Floor or Suite Number	
Nature of Emergency	
Your Callback Number	

--

- b. If time permits, notify Building Management at **(213) 362-6920** or Building Security **(213) 362-2728**
1. FIRE FIGHTING: Use a fire extinguisher if safe to do so and if you are trained to do so. **NEVER** attempt to put out a fire alone.
2. EVACUATION: Begin your assigned duties.

IF YOU HEAR, SEE OR ARE NOTIFIED OF AN ALARM

- a. Grab your employee list, flashlight and identification (vest) if possible. Before opening any door, feel the door to see if it is hot. If not hot, open cautiously. Stand behind the door; be prepared to close the door quickly.
- b. If there is no smoke present, verify presence of Monitors at areas of responsibilities. If not present, assign occupant.
- c. Direct all occupants to stairwell to begin evacuation procedures. Search Monitors are responsible for checking the floors; Floor Wardens should verify Search Monitors have cleared the floor. (Note: If your safety is threatened, immediately begin evacuating the floor.)
- d. Unless instructed otherwise, all occupants will exit the building and walk to the Safe Refuge Area.
- e. At the Safe Refuge Area, take a head count. Ask if anyone knows if anyone is missing. Review your employee list. If anyone is missing, report it to the Fire Safety Director, Security, or the Fire Department Personnel. Also report the location of the physically impaired (if applicable).
- f. Keep occupants grouped, quiet, and calm. Remain with occupants and await further instructions.
- g. Follow instruction from Emergency Personnel.
ASSUME ALL ALARMS ARE REAL.
- h. If you encounter smoke, crawl on your hands and knees along the wall to your emergency exit. Evacuate and proceed to a safe refuge area.

AFTER RELOCATION TO THE SAFE REFUGE AREA

1. Assemble all persons at the safe refuge area and make an accounting (head count).
2. Notify authorities of the number of persons accounted for.

Smoke Detectors

Smoke detectors are provided for your personal safety. Anyone who willfully and maliciously tampers with, damages, breaks or removes any required smoke detector shall be guilty of a misdemeanor. (L.A.M.C. SEC. 57.112.05). Any person who willfully and maliciously sends, gives, transmits, or sounds any false alarm of fire is guilty of a misdemeanor. (P.C. 148.3).

Evacuation Procedures

Upon hearing the alarm, occupants will proceed to the nearest safe stairwell and begin evacuation. Occupants on the alarm floor, two floors above and two floors below will immediately relocate down five floors (floors 8 and above) or evacuate the building and proceed to the safe refuge area (floors 7 and below). Occupants will wait for further instructions at the relocation floor and/or safe refuge area. The designated safe refuge area for 550 S. Hope is 300 feet north/ west on Hope Street in the sidewalk of the Standard Hotel parking lot(see site plan). Suite/Floor Coordinators will take a head count at the safe refuge area and/or relocation floors. In some conditions, "Defend in Place" may be the only option if fire or smoke is outside the exit door. To "Defend in Place," protect yourself where you are until the Fire Department arrives. While it is usually advisable to go downward in a building during an alarm, there are times when it may become necessary to go to an upper floor or to the roof. This should only be done if lower floors are hazardous due to heat or smoke, or if directed by Building Staff or the Fire Department. The Floor Warden and Suite Monitors are responsible for taking a head count using a roster of occupants. Once this is accomplished, they meet the Fire Safety Director at the designated safe refuge area and deliver a report for their floor/suite.

Outside refuge area - This is a designated place, outside of the building, at least 300 feet away. See diagram in this Section.

Safe Stairwell Procedures

If evacuation is necessary move immediately to the nearest, safe stairwell!

During evacuation, it is important for all occupants to follow safe stairwell procedures:

- Remain quiet and calm.
- Remove high-heeled shoes to avoid tripping (carry them with you.)
- Use handrail that is most continuous (usually center.)
- Keep to one side. Walk in single file. Emergency Personnel will be coming up the stairs.
- Move quickly, but do not run.
- Allow others to enter into stairwell flow, but do not unnecessarily hold up traffic.
- Provide assistance for those who are slower moving or physically impaired.
- Evacuate and proceed to a safe refuge area.
- All injuries should be treated at stairwell landings when required and safe to do so.
- Do not smoke
- Do not spread false information, rumors, etc.
- Complete evacuation to the Safe Refuge Area. Do not congregate in stairwell.
- Do not carry food and/or beverages into the stairwell as they may spill and cause a slip and fall hazard.

Defend In Place

Do Not Panic

1. Close as many doors as possible between you and the fire.
2. If possible, wedge cloth material along the bottom of the door to keep smoke out.

3. Immediately call the Fire Department. Dial "911" (if a problem occurs, dial (213) 384-3131)
 - Tell them you cannot get out.
 - Provide the address and suite number.
 - Provide 6th Street and South Hope Street as the nearest cross street.
 - Give them the phone number that you are calling from (your call back number which the Fire Department may need to call you back on to get more information.)
4. Stay where you are.
5. Break the window only as a last resort, as it will become impossible to close it if necessary.

If you must leave a room due to immediate fire danger:

- Do not use the elevator.
- Feel the door before opening it.
- Go to your nearest, safe stairwell, enter onto the landing area.
- Keep the stairwell door closed.
- Make sure everyone who goes down the stairs to tell the Fire Department what floor you are on.

Stairwell Instructions

Specific Stairwell Information

The building has 5 enclosed stairwells:

Stairwell # 1 connects Roof to Ground Level and exits Ground Level Parking Elevator Lobby of the building.

Stairwell # 2 connects Roof Level to Terrace Level and exits onto the southeast side of the Terrace Level.

Stairwell # 3 connects the northeast Terrace Level of the building down to P-6 and exits on P-6.

Stairwell # 4 connects P-1 levels to P-6 and exits onto the southwest side of Ground Level of the building.

Stairwell # 5 connects inside Terrace Level Suite # T-200 to northwest corner of Ground level

The enclosed fire rated stairwells are the lifeline of a multi-story building. In an emergency, occupants must use them to evacuate their floor and the Fire Department will use them to get to the fire floor. For this reason, nothing should ever be stored in the stairwells and stairwell doors must never be propped open.

There is a Helipad for this building. Yes

Public Address System Yes

Emergency Lighting Yes

Emergency lights are provided inside the stairwells and throughout the building.

Safe Refuge Area Map

Figure 1



Evacuation for the Physically Impaired

The Fire Department requires that an updated list indicating the name, location and nature of disability of each physically challenged person be kept available at all times in the Building Manager's office and the Fire Control Room. For the purpose of this procedure, any person with a physical limitation that would require them to get assistance during an evacuation is considered physically challenged.

Physically Impaired Includes:

- Persons confined to wheelchairs.
- Persons dependent on crutches, canes, walkers etc.
- Persons recovering from surgery.
- Pregnant women.
- Persons with significant hearing or sight impairment.
- Extreme cases of obesity.

Physically challenged could be further defined as anyone who without the assistance of another person would have difficulty evacuating or relocating to a safe location either inside or outside the building, or slow down evacuation of other occupants within the building.

Every individual placed on a physically challenged evacuation list must be assured that information provided to building management/staff will be kept confidential and is to be used only to provide safe and quick evacuation in emergency conditions.

Assistance Monitors

During an emergency evacuation, pre-assigned Assistance Monitors escort ambulatory people in evacuation down the stairs. People who can not walk down the stairs will remain on the top of the stair landing on their floor with the monitors until the Fire Department arrives to rescue them. The monitors remain with the people as long as it is safe to do so. The Floor Warden is responsible for reporting the location of the monitors and people in need of assistance at the safe refuge area. Assistance Monitors and the physically challenged have two options:

- Send someone to advise the fire department of your location and await further assistance.
- Once all floors involved have moved past your location take the person to the designated safe refuge area.

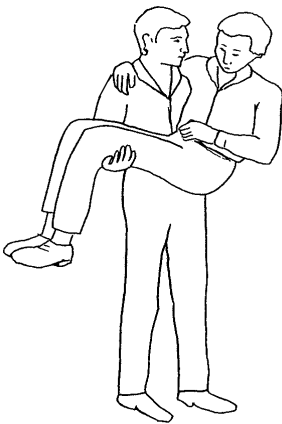
Carries

One person Arm Carry

If the rescuer is physically able and the victim is small, he or she may use the one-person arm carry to lift and carry the victim by:

- Reaching around the victim's back and under the knees.
- Lifting the victim while keeping the rescuers back straight and lifting with the legs.

One-Person Arm Carry, which shows the rescuer holding the victim around the victim's back and under the knees.



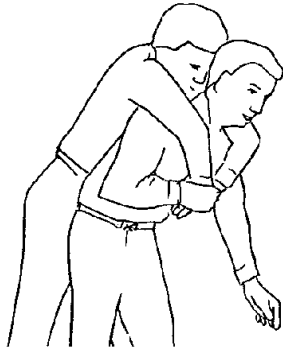
Note: Consider the size of the victim and the distance he or she needs to be carried before using this carry.

Pack Strap Carry

Another way for a single rescuer to lift a victim safely is by using the one-person pack-strap carry. Using this method, the rescuer should follow the steps outlined below:

- Step 1: Stand with his or her back to the victim.
- Step 2: Place the victim's arms over the rescuer's shoulders and grab the hands in front of the rescuer's chest.

One-Person Pack-Strap Carry in which the rescuer places the victim's arms over his or her shoulder and grabs the victim's hands over his or her chest, then hoists the victim by bending over slightly.



Two Person Carry

Victim removal is easier when multiple rescuers are available. With two rescuers, a victim may be removed using a two-person lift.

- **Rescuer 1:** Squat at the victim's head and grasp the victim from behind around the midsection. Reach under the arms and grasp the victim's forearms.
- **Rescuer 2:** Squat between the victim's knees, facing either toward or away from the victim. Grasp the outside of the victim's legs at the knees.
- **Both rescuers:** Rise to a standing position, keeping backs straight and lifting with the legs. Walk the victim to safety.

Two-Person Carry in which rescuer 1 squats at the victim's head and grasps the victim from behind at the midsection. Rescuer 2 squats between the victim's knees, grasping the outside of the knees. Both rescuers rise to a standing position. As an alternate, rescuer 2 may hold both the victims legs to the side near the hip.

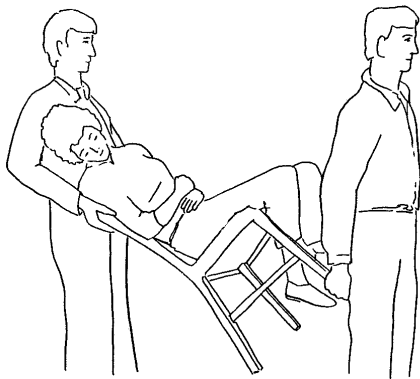


Chair Carry

Two rescuers can also remove a victim by seating him or her on a chair: **This technique may also be used for persons in a non-motorized wheelchair.**

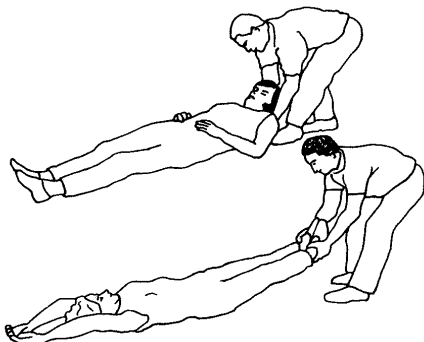
- Rescuer 1: Facing the back of the chair, grasp the back uprights.
- Rescuer 2: Facing away from the victim, reach back and grasp the two front legs of the chair.
- Both rescuers: Tilt the chair back, lift, and walk out.

Chair Carry in which the victim is placed in a chair and tilted backward as rescuers lift the victim. This carry requires two rescuers.



Drags

Rescuers can also drag a victim out of a confined area by grasping either under the arms or by the feet and pulling across the floor. However, unless there is no other way to remove the victim and the victim's removal is time critical, you should not use this drag when debris may cause additional injury.



Correct Drag Technique, showing the rescuer grasping the victim by either the feet or shoulders and dragging him or her clear of the hazard.

Earthquake Procedures

NOTE: Building Management does not provide emergency supplies

Before

Determine in advance all stairwells and alternate exits from your location and the route you will follow to reach that exit in the event an evacuation is necessary.

Occupants may evacuate if they wish; however, unless there is fire or smoke, the Building Staff shall not give evacuation instructions to Occupants. It is usually best for people to remain where they are until the media reports are evaluated.

During

During an earthquake you will usually be safer inside the building than you are outside. If you feel a tremor-

- DROP - drop down to the floor.
- COVER - Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
- HOLD - If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the shaking stops and it is safe to move.
- DO NOT USE ELEVATORS. Walk, DO NOT RUN, and keep noise to a minimum.
- DO NOT push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail) if you encounter emergency personnel. Move to the designated safe refuge area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired people.
- Be prepared for aftershocks. If you are outside, do not return to the building until it has been surveyed for safe access routes by a qualified official.

After

- Check for damage and potentially dangerous areas if aftershocks occur.
- Limit telephone use. Leave phones for emergency personnel as much as possible. Rely on information provided by emergency personnel or staff.
- Check for injured or trapped persons and treat as necessary.
- DO NOT MOVE VICTIMS UNLESS ABSOLUTELY NECESSARY.
- Alert staff or security members of anything that may need their attention.
- A battery powered radio is recommended to keep up with information and important instructions.
- Discourage the spread of rumors. Misinformation can cause confusion and panic.

Evacuation

You should determine in advance the routes available to you for emergency evacuation. Be sure to identify all routes that you may use as alternatives to your primary evacuation route.

- Do not evacuate until instructed to do so by emergency personnel or building staff or unless danger is imminent.
- Follow instructions given by emergency personnel
- Remain calm and evacuate in an orderly manner
- Do not use Elevators
- Always check doors for heat before opening
- Move to your designated evacuation area or to an alternate area as instructed by emergency personnel.
- Assist any physically impaired persons as necessary.

Building engineers will check the stairwells for safety immediately following an earthquake. Wait until they advise you that the stairwells are safe before evacuating.

Do not re-enter the building until advised that it is safe to do so by emergency personnel or building management.

If you are in an Elevator

- Sit on the floor, against the wall and wait for the shaking to stop.
- The elevator will stop temporarily then move to the nearest floor, stop and the doors will open. The elevator will then stop working.
- The elevator will not fall or run out of air.

WHEN CAN OCCUPANTS GO HOME? It is best that, in the event of an earthquake or community wide disaster during normal working hours, all occupants remain at work. It may be too dangerous or improbable to attempt to go home right away. Encourage occupants to listen to radio reports for areas and roads that have sustained damage. Discourage leaving until they know roads are undamaged and traffic is moving. Encourage occupants to assist Wardens as necessary.

Other Emergencies

Medical Emergencies

When notified of a medical emergency:

1. Obtain the following information:
 - The victim's name
 - The victim's location
 - The nature of the emergency
 - A call back number
2. Notify the Paramedics 9-1-1 or if there is a problem with 9-1-1 dial alternate Paramedic's telephone number (213) 483-6721 and give the following Information:

Building Address	550 South Hope Street	6 th Street
Nearest Cross Street	and South Hope Street	
Floor or Suite Number		
Nature of Emergency		
Your Callback Number		

IMPORTANT: DO NOT HANG UP UNTIL THE FIRE DEPARTMENT OPERATOR DOES SO FIRST.

3. Notify the Management office at (213) 362-6920 or Building Security (213) 362-2728
Building Staff should reserve an elevator for use by the Paramedics.
4. Building Staff should reserve an elevator for use by the Paramedics.
5. Any additional Building Personnel should go to the victim's floor to assist.
6. When the Paramedics arrive, they should be met outside at front entrance. Give the arriving Emergency Personnel all pertinent information and escort them to the victim's location

Bomb Threat

All bomb threats must be taken seriously even though the majority of them are false. If you receive a bomb threat:

Keep the person on the line and have someone call 911 or (213) 485-3294

- this number should only be used if you encounter problems with the 911 number
- Have someone notify building management and security
- Ask when the bomb will go off
- Keep the caller on the line as long as possible
- Utilize the bomb threat check list
- Document the whole conversation VERBATIM
- **Do not hang the phone up even if the caller hangs up**
- Notify your management for further instructions they may decide to:
 - Take no further action
 - Search the floor without evacuating
 - Partially evacuate the area and search or not
 - Completely evacuate the floor and search or not

Search procedures

- Do not turn on any electrical switches if they are off
- People familiar with the area should be involved
- Work from the walls to the center of the room and from the floor to the ceiling
- Do not pick up or move suspicious objects found during the search
- Listen carefully during the search

If a suspicious package is discovered

- Do not use hand held radios or cell phones and do not permit them to be brought into the area
- Be sure that it is not moved, covered or disturbed
- Note the description and exact location for future reference
- Notify the Police Department at 911 or (213) 485-3294
- Keep building management advised
- Control entry into the area until cleared by the Police Department
- Begin evacuation of the floor
- Assist the Police as required

WARNING!

LETTER AND PARCEL BOMB RECOGNITION POINTS

- Foreign Mail, Air Mail and Special Delivery
- Restrictive Markings such as Confidential, Personal, Etc.
- Excessive Postage
- Hand Written or Poorly Typed Addresses
- Incorrect Titles
- Titles but No Names
- Misspellings of Common Words
- Oily Stains or Discoloration
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wires or Tinfoil
- Excessive Securing Material such as Masking Tape, String, etc.
- Visual Distractions

SUSPICIOUS MAIL

THESE TIPS CAN HELP PROTECT YOU,
YOUR BUSINESS, AND YOUR MAILROOM

IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:

1 Handle with care.
Don't shake or bump.

2 Isolate it
immediately.

3 Don't open,
smell, touch, or taste.

4 Treat it as suspect.
Call local law
enforcement authorities.



IF YOU SUSPECT THE MAIL MAY CONTAIN:

A BOMB:
Evacuate Immediately
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

A RADIOLOGICAL THREAT:
Limit Exposure — Don't Handle
Evacuate Area
Shield Yourself From Object
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

A BIOLOGICAL OR CHEMICAL THREAT:
Isolate — Don't Handle
Evacuate Immediate Area
Wash Your Hands With Soap and Warm Water
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

BOMB THREAT CHECKLIST

Name of person receiving call _____

Date of call _____ Time _____ () am () pm

Questions to ask:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?

Origin of call:

Local () Long Distance () Phone Booth () Internal ()

Identity of Caller:

Voice:

() Loud () Soft () Fast () Slow () other _____
() High Pitch () Deep () Distant () Distorted
() Raspy () Pleasant () Stutter () Good
() Nasal () Poor () Intoxicated () Foul

Accent:

() Local () Foreign
() Regional
_____ (type)

Manner:

() Calm () Angry
() Rational () Incoherent
() Irrational () Emotional
() Coherent () Deliberate
() Nervous Laugh
() Self-Righteous

Background Noise:

() Office Machines () Trains
() Factory Machine () Music
() Animals () Quiet
() Airplanes () Voices
() Street Traffic () Other

DETAILS: _____

Whom did you inform about the call? _____

If the caller seemed familiar with the building, or operation, indicate how? _____

As best as you can, write what the caller said: _____

KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE

Power Outage

Should a power outage or “rolling blackout” occur, do not panic. Refer to the following instructions:

- Open all shades and blinds to optimize outside light
- Locate flashlight to have on hand in darkened areas.
- Inform building management at [\(213\) 362-6920](tel:2133626920) and building security at [\(213\) 362-2728](tel:2133622728) of your situation and area of outage.

***It is important to notify building management as the outage may not affect the entire building but just your area.**

- Turn off all appliances and computers to prevent overload when the power is restored.
- Await help of building engineers to assess your area and situation.
- If you are informed to evacuate the building due to extended outages, do so via the nearest stairwell and proceed out of the building to **the safe refuge areas**.
- Call your operations personnel to learn when you will be able to return to the building to resume work.

NOTE: The emergency generator will supply power to the following systems in the event of a power emergency:

- Emergency lighting for the stairwells, main corridors and exit signs.
- One elevator (it is not recommended that you use an elevator during a power outage)
- The entire Fire Life Safety System including the alarms, detectors and sprinklers

Be Prepared: Keep flashlights and spare batteries accessible.

Building Systems

Stairwells:

The building has 5 enclosed stairwells:

Stairwell # 1 connects Roof to Ground Level and exits Ground Level Parking Elevator Lobby of the building.

Stairwell # 2 connects Roof Level to Terrace Level and exits onto the southeast side of the Terrace Level.

Stairwell # 3 connects the northeast Terrace Level of the building down to P-6 and exits on P-6.

Stairwell # 4 connects P-1 levels to P-6 and exits onto the southwest side of Ground Level of the building.

Stairwell # 5 connects inside Terrace Level Suite # T-200 to northwest corner of Ground level

Elevators:

Lobby (Ground Floor) to 28th Floor- 6 High Rise, 6 Low Rise;

Lobby Exterior (Ground Floor) to Terrace Level Exterior- 1 Handicapped Access;

Parking Level 1 to 29th Floor - 1 Freight Elevator;

Terrace Level to Parking Level 6- 3 Shuttle Elevators

Fire Control Room:

Equipment: Edwards Alarm Panel- EST 3

Location: Ground Floor Fire Control Room

Monitors: Building Emergency Power Generators, Fire Pumps and Exhaust Fans, Fire Sprinklers and Smoke Detectors, Fire Alarms;

Controls: Fire Alarms, Public Address System (Selective), Elevators, HVAC and Stairwell Door Unlock

Sprinklers: Combined Standpipe System- Looped Water flow System

Location: Stairwells 1, 2, 3, 4&5; serving entire building

Manual Pull Stations: All Building floors (Elevator Lobbies)

Smoke Detectors:

Activates: Fire Doors, Elevators, Remote Stairwell Unlock, Stairwell Pressurization

Utility Shut Off locations:

Electrical Equipment: 3 Westinghouse Automatic Transfer Switches (ATS for LAFD)

Location: Parking Level 1 Main Electrical Room, 16th floor, 29th floor

Activated By: Manually pushing red button to disconnect power at Main Circuit Breaker

Gas: There is no gas in the building.

Water Location: Parking Level 2 (West wall)

Area Affected: Entire Building including parking structure

Activated By: Closing the two 8 inch Kennedy Gate Valves

Floor Warden Duties

The definition of a Floor Warden, as required and outlined by Title 19, is as follows:

A responsible person on each floor of every high-rise building shall be designated as the Floor Warden. In cooperation with the Fire Safety Director, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assume Floor Warden duties when necessary. Floor Wardens must attend the annual training prior to the annual evacuation. Exemptions to this regulation may be granted only upon a written request approved by the Chief.

FLOOR WARDEN DUTIES

As the number of occupants on any given floor increases, the more need a Floor Warden will have for additional assistance in supervision or related emergency tasks. The following personnel and/or tasks should therefore be pre-identified for the specified duties noted.

FLOOR WARDEN: This person is often designated by responding first to a situation. Directs the other members of the emergency evacuation team in their assigned duties and coordinates response procedures. All others will make status reports to the Floor Warden who will then report the information to Building Security or arriving emergency personnel.

STAIRWELL MONITORS: When alerted by the sounding of the first alert message over the public system that "an emergency condition is being investigated", take up positions at EACH stairwell as soon as possible and assist in occupant relocation/evacuation.

ASSISTANT FLOOR WARDEN: This person would be selected to assist evacuees to the designated Safe Refuge Floor or Safe Refuge Area, and keep the group together at this location for a head count.

TELEPHONE MONITOR: In certain less critical crises and only if safety conditions permit, Telephone Monitors may be assigned to the Floor Warden's telephone to answer return calls from emergency personnel.

SEARCHERS: Will perform a systematic and thorough search of all floor areas including restrooms, break rooms, libraries and copy rooms

1. After areas are searched, close all doors to reduce the spread of heat and smoke.
2. Mark doors of all areas searched with post-its. Mark the searched doors on lower portion of door.
3. After the entire floor has been searched, report to the Floor Warden with status report and proceed to the nearest stairwell to evacuate.

SUITE MONITORS: Suite Monitors should be assigned for floors with multi-tenant occupants and represent each suite. These floors may take a longer period of time to effectively search and direct

occupants to the nearest stairwell due to the layout of multiple suites. Suite Monitors will assume the same responsibilities as Searchers for their area and report to the Floor Warden.

PHYSICALLY IMPAIRED ASSISTANCE MONITORS: A minimum of two persons, properly trained, should be assigned to physically impaired individuals (see Physically Impaired Roster) down the stairwell to a safe refuge location.

1. Ask individual(s) how they can be best helped.
2. Be prepared to carry those who are confined to a wheelchair down the stairwell.
3. Use approved methods of evacuation whenever possible.
4. Leave wheelchair(s) on the evacuated floor outside the stairwell. Also, so as not to congest the evacuation lines these individuals and their monitors should enter the stairwell last.

ELEVATOR MONITOR: Elevators should be monitored to assure that no person enters an elevator evacuation. Persons entering the elevator lobby should be directed to the safest stairwell exit. **DO NOT USE THE ELEVATORS!**

In conclusion, if an evacuation to a safe refuge area is called for:

Assure that Floor Warden Team members are properly positioned and that emergency procedures are being put into effect through:

- ◆ Stairwell monitoring and supervision.
- ◆ Assistance for anyone who may have difficulty in a stair evacuation.
- ◆ A systematic final search routine.

AFTER RELOCATION TO OTHER FLOORS OR OUT OF THE BUILDING:

Assemble all personnel and perform a head count. The method determined appropriate and most effective for this head count should be identified in the pre-planning phase. Suggestions include using pre-printed employee lists, company telephone directories, in/out tablets at reception, or the buddy system.

Once relocated and personnel are accounted for, Floor Wardens should give a status report. i.e.: "*Floor number _____ has been evacuated*", to the Fire Safety Director.

Evacuees should never return to their floor or the building until Building Management or the Fire Department instructs them that it is safe to do so. This announcement will be broadcast over public address system or via bull horns.

Supplemental

Fire Drill Instructions

To have an effective Fire/Life/Safety Program, it is necessary that comprehensive training be given to **everyone** in the building.

Title 19 requires a minimum of one fire drill annually on individual floors. Participation is MANDATORY.

The Fire Safety Director shall maintain documentation of all fire drills on Fire Department approved forms. Three to five floors may participate at the same time. All occupants should physically relocate to their designated outside Safe Refuge Areas using the stairwells.

The first fire drill should be announced in advance. This will help to uncover weaknesses. All drills should simulate as closely as possible actual emergency conditions. Fire drills should be a practice of the building's emergency procedures.

The purposes are to instill in the minds of all occupants the correct procedures necessary to ensure safety of life, and the joint testing of building emergency equipment and staff duties. Because of this, drills should never be taken lightly.

The responsibilities associated with the positions of Fire Safety Director, Floor Wardens and Suite Monitors are numerous. The persons assigned these positions must have management's full support and cooperation. They should have authority and this authority should be clearly defined and understood by their associates. They should be provided means of identification so that everyone will know whom they are. It is up to those persons assigned to conduct, document and critique the fire drills.

Prior to, and after, any drill, notify the Los Angeles Fire Department Dispatch at 800-688-8000 to inform them that the building will be conducting a fire drill.

Most important checkpoints are:

FLOOR WARDENS & SUITE MONITORS:

- a. Quick response of all Floor Wardens & Suite Monitors to their designated stations
- b. Removal of occupants from immediate danger with instructions to respond to nearest stairwell.
- c. Closing of doors (unlocked) to all rooms searched to confine the fire
- d. Monitors to manage the stairwell evacuation
- e. Monitors stationed at elevator lobby to provide instruction to any occupant attempting to use the elevator for evacuation
- f. Response of Assistants for the Physically Impaired

Building Emergency Staff or Alternate Floor Wardens should be stationed at strategic locations throughout the drill floors to observe the actions of occupants when the alarm sounds. Fire drills should be a practice of the building's emergency procedures and a learning experience for tenants and Building Staff.

Fire Drill Participation Forms

FIRE DRILL REGISTER

FLOOR NUMBER _____ DATE _____

THE PERSONS LISTED BELOW PARTICIPATED IN THE ANNUAL FIRE DRILL ON THE ABOVE DATE.

	PRINT NAME	SIGNATURE	SUITE NUMBER
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

- ☐ **FLOOR WARDEN**
☐ **STAFF**
☐ **OCCUPANT**

Training Documentation Forms

TRAINING VERIFICATION FORM

Building or Occupant Name _____

Address _____

City State Zip _____

Phone Number _____

Contact Name _____

Date of Training _____

Time Started _____ Time Ended _____ Total Time _____

Number of People in Class _____

Type of Training

Trainer's Name _____

Title _____

Signature of Trainer _____

Manager, Owner, Contact Name _____

Title _____

Signature _____

FIRE DRILL CRITIQUE DRILL OBSERVER

Area/Floor: _____ Total time to evacuate floor: _____

Mark comments at the bottom of the page.

Emergency Team:

Did Floor Wardens wear vests? Yes___ No___

Did Floor Warden direct evacuation? Yes___ No___

Were there monitors at the stairwells? Yes___ No___

Was there an elevator monitor? Yes___ No___

Were interior doors closed and tagged (post-its)? Yes___ No___

Were any rooms locked or inaccessible? Yes___ No___

Were the Wardens the last ones down the stairwell? Yes___ No___

Occupants:

Did occupants react quickly at the notice of alarm? Yes___ No___

Did they know where to go? Yes___ No___

Did they carry food or drink into the stairwell? Yes___ No___

List non-participants and telephone monitors:

Physically Impaired:

Were they the last to enter the stairwell? Yes___ No___

Were they located in the stairwell with the door shut? Yes___ No___

List Physically Impaired and Monitors:

Building Systems:

Did the elevator lobby doors release? Yes___ No___

Did other systems function properly? Yes___ No___

(Strobes, alarm)

Safe Refuge Area:

Did evacuees know where to go? Yes___ No___

Did Floor Wardens take an employee count? Yes___ No___

Were all employees accounted for? Yes___ No___

Were evacuees orderly? Yes___ No___

Did you receive an employee count sheet? Yes___ No___

Comments/Observations:

**Floor Warden
FIRE DRILL CRITIQUE**

DRILL DATE: _____ **TIME:** _____

COMPANY NAME: _____

SUITE/FLOOR#: _____ **WARDEN NAME:** _____

Commendations:

General Observations:

Special Notes:

Noted Non-Participants:

Noted Physically Impaired and Monitors:

***Remained to Answer Phones:**

Attention
California Code of Regulations
Title 19 Section 3.09 (d)5(b)

“Assure that the requirements of subsection (d)(4)(F)” procedures to identify and assist the non-ambulatory and physically disabled as follows:

Hotels, Motels, and Lodging Houses shall comply with subsection (b) (3);

b(3) Hotels, Motels, and Lodging House shall maintain at the registration desk a list noting the guest room assigned to the physically disabled guest who have special emergency evacuation requirements. Inn-Keeper shall provide a place on the registration form so that guest may be identified who may require special emergency evacuation because of a physical disability.

(B) Owner or operator(s) of high-rise office buildings shall maintain a list of all permanent building tenants who have disabilities. **Building owner(s) or operator(s) shall be notified in writing by those who have disabilities.**

Information provided in the list shall include any special emergency evacuation needs and permanent work location of such physically disabled persons. The list shall be located in the building manager's office.

If you have any physical condition, temporary or permanent, that may hinder you in the event that your area must be evacuated, please provide the following information to your Floor Warden and to the Office of the Building. They will then assign people who will assist you in the event of an evacuation.

NAME _____

SUITE/ROOM OR DEPT. _____

TELEPHONE NUMBER _____ EXT. _____

SPECIAL NEEDS _____

TITLE 19 REQUIREMENTS FOR HIGH-RISE BUILDINGS

- A. Every new and existing high-rise building owner, manager, operator administrator, and tenant, in cooperation with the local Fire Department, shall establish, implement, and maintain an emergency plan on file for the building which shall include, but not necessarily be limited to, the following:
 - 1. **Management Office:** Assignment of a responsible person as a Fire Safety Director who shall work with the fire department in the establishment, implementation, and maintenance of the emergency plan. The person shall be employed or reside on the premises or be otherwise approved by the department.
 - 2. **Occupant Instruction:** All high-rise building occupants shall be instructed annually on the procedures to be followed in the event of fire, earthquake, or other emergency. Documentation of occupant instruction shall be maintained by the Management Office and shall be available for inspection by the Fire Department.
 - 3. **Floor Wardens:** A responsible person on each floor of every high-rise building shall be designated as Floor Warden. In cooperation with the Management Office, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assist with or assume Floor Warden duties when necessary. Exemptions to this regulation may be granted only upon a written request to the Fire Department.
 - 4. **Emergency Evacuation Signs:** The preparation of emergency exit plans, procedures, and evacuation signs shall be approved by the Fire Department before posting. Evacuation signs shall be located at every elevator lobby above and below ground floor, and in other conspicuous floor locations as required by the Fire Department. All plans, procedures and signs shall be properly maintained.
 - 5. **Fire Department Approval:** All emergency plans, procedures, and evacuation signs must be submitted to the Fire Safety Education Unit, of the Fire Department, for inspection and approval prior to implementation. All plans, signs, procedures or training programs formulated by, or purchased from, a "High-Rise Life/Safety Service" shall also be submitted for approval.
- B. **Fire Drills:** A minimum of one fire drill annually on individual floors is mandatory and all building occupants are required to participate. Total building evacuation is not required, but suggested. The Management Office shall maintain documentation of all fire drills on Fire Department approved forms. All building occupants are required to participate in the fire drills. Buildings that have stairwell doors locked for security reasons shall include in the evacuation plan, provisions that will allow safe horizontal egress from the stairwell during a drill or emergency evacuation.
- C. **Persons with Disabilities:** The Management Office shall maintain a current list of persons with disabilities located within the building that would require assistance during an emergency evacuation or relocation. Methods for their safe evacuation or relocation must be established.

LOS ANGELES CITY FIRE CODE REQUIREMENTS

SEC. 57.33.19. EMERGENCY PLANNING AND EVACUATION REQUIREMENTS FOR HIGH-RISE BUILDINGS.

A. Every new and existing high-rise building owner, manager, operator, administrator, and tenant, in cooperation with the Fire Department, shall establish, implement, and maintain an emergency plan on file for the building which shall include, but not necessarily be limited to, the following:

1. **Fire Safety Director:** Assignment of a responsible person as Fire Safety Director who shall work with the Fire Department in the establishment, implementation, and maintenance of the emergency plan. The person shall be employed or reside on the premises or be otherwise approved by the Fire Department.

2. **Occupant Instruction:** All high-rise building occupants shall be instructed annually on the procedures to be followed in the event of fire, earthquake, or other emergency. Documentation of occupant instruction shall be maintained by the Fire Safety Director and shall be available for inspection by the Chief. Instruction of all new occupants shall occur within 14 days of their assuming occupancy in the building.

3. **Floor Warden:** A responsible person on each floor of every high-rise building shall be designated as Floor Warden. In cooperation with the Fire Safety Director, Floor Wardens shall oversee and ensure safe and complete evacuation or relocation of occupants during a fire or other emergency, or a fire drill. Alternate Floor Wardens shall be designated for each floor and shall assume Floor Warden duties when necessary. Exemptions to this regulation may be granted only upon a written request approved by the Chief.

4. **Emergency Evacuation Sign:** The preparation of emergency exit plans, procedures, and evacuation signs shall be approved by the Department before posting. Evacuation signs shall be located in every elevator lobby above and below the ground floor and in other conspicuous floor locations as required by the Department. Each dwelling unit, guest room, and office area shall be provided with the fire safety and evacuation information, as required in Section [57.112.05](#) of this article. All plans, procedures and signs shall be properly maintained.

B. Fire Department Approval: All emergency plans, procedures, and evacuation signs must be submitted to the Fire Safety Education Unit of the Fire Department for inspection and approval prior to their implementation. All plans, signs, procedures or training programs formulated by, or purchased from a “**High-rise Life/Safety Service**” shall also be submitted for approval. All persons engaging in the business of “**High-rise Life/Safety Service**” shall be required to obtain a Certificate of Fitness in accordance with [Division 6](#) of this article. The Department may deny approval of any “**High-rise Life/Safety Service**” which fails to meet minimum standards set by the Chief.

C. Fire Drills: A minimum of one fire drill annually on individual floors is mandatory. Total building evacuation is not required. Documentation of all fire drills on Fire Department approved forms shall be maintained by the Fire Safety Director. Fire drills may be scheduled in advance, with a notice posted to all tenants. All building occupants are required to participate in the fire drills. Buildings that have stair shaft doors locked for security reasons shall include in the evacuation plan provisions that will allow safe horizontal egress from the stairs-haft during a drill or emergency evacuation.

D. Handicapped Requirement: The Fire Safety Director shall maintain a current list of handicapped persons located within the building who would require assistance during an emergency evacuation or relocation. Methods for their safe evacuation or relocation must be established.

E. Hotel Exemption: Hotels are exempt from the requirements set forth in Subsection "A. 2.", "A. 3.", and "C." of this section, except that building staff and employees shall participate.