

# Emergency Reaction Guide



## Federal Reserve Plaza

600 Atlantic Avenue  
Boston, MA 02210

**Law Enforcement Unit 617-973-3333**

**Be Smart. Be Safe.**

## INTRODUCTION

One of the keys to dealing successfully with emergencies is being prepared. This Emergency Reaction Guide is published to ensure that all occupants of Federal Reserve Plaza are prepared to cope with any emergency that may arise while they are in the building.

Becoming familiar with all of the procedures detailed here will increase your safety and that of others around you.

Know who your Floor Warden is so that you may be trained and prepared to follow his or her instructions. Write the names and telephone numbers of emergency team members in the space provided below.

Floor Warden: \_\_\_\_\_

Floor Warden: \_\_\_\_\_

Other important numbers:

## If you discover a FIRE

### Your Role:

1. Pull the nearest fire alarm, located near stairwell doors. If time allows, call **617-973-3333** to report the fire.
2. Confine the fire by closing but not locking doors.
3. Alert others in the area and assist anyone in immediate danger.
4. Proceed to the nearest safe stairwell and walk down four floors, or until you no longer hear the evacuation tone.
5. If smoke is present, stay low.
6. If you know how to safely use a fire extinguisher, you may try to extinguish the flames.

## If you hear the FIRE ALARM

The signal tone announcement will alert you to an emergency. Stand by for instructions. If you hear the evacuation tone:

### Your Role:

1. Move quickly to the nearest exit stairwell. Remain calm and quiet.
2. Close but do not lock door behind you. Feel door handles before opening. Do not open any doors that are hot.
3. Do not use the elevators unless instructed to do so by the fire department.
4. Check for smoke in the stairwell. If smoke is present, use an alternate stairwell.
5. Walk down four floors, or until you no longer hear the evacuation tone and await further instructions. Occupants on the fourth floor and below will exit the building and gather at their designated reassembly areas.
6. If you need special help relocating, wait with your assigned aide inside the exit stair enclosure. Use a red emergency phone to contact the Fire Command Center. *Note: phones take 30 seconds to connect.*

### Our Role:

1. Investigate the alarm location immediately.
2. Call the Boston Fire Department. Provide instructions until BFD arrives. Escort BFD to the alarm location and assist as needed.

Evac+Chairs® are located in the following areas: T-31 South; T-19 North; T-4 North; T-3 North; H-4 B Stairs; H-4 C Stairs; AV-Area D Stairs; and Mezzanine B Stairs.

## In the event of a BOMB THREAT

### Your Role:

1. Listen – do not interrupt the caller. Keep the caller on the line as long as possible and try to obtain detailed information about the threat.
2. Alert someone nearby to call the Law Enforcement Unit at **617-973-3333**. Follow their instructions.
3. Attempt to ask the caller the following questions:
  - When will it go off?
  - Where has it been placed?
  - What does it look like?
  - Why are you doing this?
  - What type of explosive was used?
  - Who are you?
4. Note any distinguishing characteristics in the caller's voice, such as:  
Calm ... Angry ... Accent ... Stutter ... Slow ... Nasal ... Slurred ...  
Disguised ... Deep ... Crying ... Excited ... Stressed ... Lisp ... Rapid ...  
Broken ... Synthesized
5. Note any background noises: motors running, music playing, etc.

### Our Role:

1. Alert the Boston Police Bomb Squad.
2. Search or direct a search of the area.
3. Determine when it is safe to reenter the area and advise occupants accordingly.

## SUSPICIOUS PACKAGE

If you notice a suspicious object in your area, do not touch or move it. Report anything unusual to the Law Enforcement Unit or Property Management Department.

## MEDICAL EMERGENCY

### Your Role:

1. Call the Law Enforcement Unit at **617-973-3333** and give your name, your location, and the patient's gender and approximate age.
2. Clearly describe his or her condition as best you can.
3. Stay with the patient until help arrives, and send someone to the elevator to meet the first responders and lead them to the patient.

### Our Role:

1. Respond to all medical emergencies 24 hours per day. All staff members are trained in First Aid, CPR, and the use of AED\* devices.
2. Summon the Health & Wellness Center (8:00 AM to 4:30 PM Monday through Friday), or arrange for medical assistance.
3. Summon Boston EMS as needed.

*\*Automated External Defibrillators (AEDs) are strategically located in the building. Units are located in the Cafeteria, the Harborview Dining Room, the Fitness Center, the AV area on H-3, and the Inspection Building.*

*Both the Health & Wellness Center and the Law Enforcement Unit have AEDs of their own.*

## In the event of an EARTHQUAKE

### Your Role:

1. Duck, find cover, and hold on. Get under a table or desk to protect yourself from falling objects.
2. Stay away from windows.
3. Do not use the elevators. If you are in an elevator, exit and take cover in the elevator lobby.
4. Immediately following an earthquake, relocate to an elevator lobby and wait for further instructions.
5. Do not try to exit the building unless instructed to do so.
6. Await instructions from the Law Enforcement Unit.

### Our Role:

1. Assist local authorities in their emergency response and communicate with building occupants.
2. Inspect the property to assess damage and potential danger to occupants.

## SUSPICIOUS MAIL

If you receive a suspicious letter or package:

### Your Role:

1. Do not open the item.
2. Isolate the package and the immediate area.
3. Notify the Law Enforcement Unit at **617-973-3333**.
4. Wash your hands thoroughly with soap and water.

### **How to identify suspicious mail:**

*No return address or unknown sender*

*Markings such as “personal” or “confidential”*

*Hand-written, poorly typed or misspelled address*

*Excessive packing material such as tape or string*

*Odor, stains or discoloration*

*Excessive postage, heavy or irregular shape*

### Our Role:

1. Help isolate the floor to prevent cross-contamination.
2. Work with local authorities to coordinate emergency response.
3. Communicate with building occupants.

## HAZARDOUS MATERIALS

Hazardous chemicals such as fuels, cleaning solvents, paints, etc., are not dangerous when used appropriately. If they are mixed together, spilled, or burned, they may become dangerous. If you suspect a hazardous material situation:

### Your Role:

1. Notify the Law Enforcement Unit at **617-973-3333**.
2. Warn others in the area.
3. Avoid breathing noxious fumes and move away from the site to fresh air. Leave the building if necessary.

### Our Role:

1. Coordinate a response with the Property Management Department.
2. Summon the HAZ-MAT Unit of the Boston Fire Department if necessary.
3. Issue instructions to occupants.

## In the event of a POWER FAILURE

### Your Role:

1. Remain calm and in place.
2. Avoid moving about unless the area is safely illuminated.
3. Unplug all electrical equipment and turn off light switches. When power returns, it may cause an electrical surge that could damage equipment that was left on prior to the outage.

### Our Role:

1. Determine the source of the outage.
2. If the source is within the building, make necessary repairs to restore power.
3. If the source is outside the building, notify the utility and local authorities.
4. Communicate with building occupants.

## EXTREME WEATHER

During severe weather conditions, observe the following guidelines:

### Your Role:

1. Keep away from windows and glass when objects are being blown around outside.
2. Use caution when opening exterior doors during high wind conditions.
3. Use care when sidewalks are slippery or icy.
4. Use the MBTA tunnel whenever possible.
5. Be prepared to relocate elsewhere if directed to do so by the Law Enforcement Unit.

### Our Role:

1. Maintain safe conditions within and immediately outside the building, depending on weather conditions.
2. Communicate and cooperate with local authorities.
3. Communicate with building occupants.

## SHELTER-IN-PLACE

Any number of situations could warrant an emergency response called Shelter-in-Place. You may be instructed to seek immediate shelter within the building rather than evacuate. If a Shelter-in-Place response is called for, building management with the Law Enforcement Unit, will advise you not to leave, but to remain in the building.

Listen closely to the public address system instructions. The announcement will explain the situation and advise you on the correct response. Entrance to or egress from the building may be restricted until local authorities give approval to move about. If you choose to leave when advised to stay, you do so at risk to yourself and to others with whom you may come in contact.

## WORKPLACE VIOLENCE

If you are threatened or you witness a threat:

### Your Role:

1. Move away from the aggressor. Exit the area if possible or move to a room with a locking door and secure it.
2. Attempt to notify others in the area of the threat.
3. Call the Law Enforcement Unit at **617-973-3333**.
4. Remain calm and non-threatening.

### *If a weapon is involved:*

*Cooperate fully with all demands.*

*Do not try to overpower the person.*

*Do not make any sudden moves.*

*Listen to the person and show empathy.*

## CIVIL DISTURBANCE

If a civil disturbance occurs outside the building:

### Your Role:

1. Do not exit the building.
2. Call the Law Enforcement Unit at **617-973-3333**.
3. Note any details about the individuals or circumstance that may be helpful to local authorities.

### Our Role:

1. Immediately respond to any security threats and investigate the situation.
2. Work with local authorities in their response to any disturbance or threat.

# CHAIN OF COMMAND

**Emergency Planning Officer**  
617-973-3600



**Public Information Officer**  
617-973-3647



**Life Safety Director**  
617-973-3190



**Business Continuity Officer**  
617-973-3441

**Property Management Department**  
617-973-3255

**Law Enforcement Unit**  
617-973-3333

**Health & Wellness Center**  
617-973-3181

**Floor Wardens**

In an emergency situation, the **Emergency Planning Officer** and the **Life Safety Director** will consult with outside agencies and decide when it is safe to reenter a work area that has been evacuated. Await their instructions before returning to your work area. The **Public Information Officer** oversees all media questions and requests.

The **Law Enforcement Unit** staffs the Control Center and Fire Command Center and is responsible for managing the safe operation of building functions. They communicate emergency instructions and status to building occupants.

**Property Management** provides technical expertise in building systems operations and equipment and works as a tenant liaison.

The **Health & Wellness Center** provides appropriate emergency medical assistance.

The **Business Continuity Officer** is responsible for invoking business resumption plans, including managing the relocation and recovery of Bank operations and services.

**Floor Wardens** acquaint floor occupants with emergency procedures and locations of exit stairs and other life safety equipment. They supervise evacuations and assign co-workers to assist with evacuation of disabled persons.

# Know your exits

