

Emergency Reaction Guide



 Federal Reserve Plaza
600 Atlantic Avenue
Boston, MA 02210

Be Safe. Be Smart

INTRODUCTION

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

Preparation is key to dealing successfully with emergencies, people generally respond more effectively during to emergencies when they understand what to do. Therefore, we urge you to take a moment to familiarize yourself with all the information detailed in this guide, as it will help you be prepared and improve your safety and that of others.

It's advisable to connect with your assigned floor wardens or safety contacts for additional floor or department specific emergency instructions. Due to varying hybrid work schedules, it's even more important to be ready to react accordingly and not wait to be prompted by a floor warden as they may not be onsite.

Make a note of relevant emergency contacts, preferably save them in your cellphone. Include contacts for onsite the Law Enforcement Unit in addition to your supervisor, department contacts and floor wardens.

EMERGENCY CONTACTS

All onsite emergencies notify LEU: Dial **(617)-973-3602**

Onsite phones to contact LEU: Dial **973-3602**

City of Boston Emergency Response (BFD/EMS/BPD): Dial **911**

RESG Service Call: Dial **617 973 3255** or

Onsite phone Ext. **973 3255**

RESG EHS Program Manager – **617 973 2975**

Floor Wardens:(1) _____ (2) _____

Add Important Contacts: _____

FIRE

Your Role: If you discover a fire.

1. Pull the nearest fire alarm, located near stairwell doors. Dial **911**. If time allows, call **617-973-3602** 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 A FIRE ALARM SOUNDS

The 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 Boston 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.

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 strategically located throughout the building. For a list of locations, see the Life Safety information on the Real Estate Services Group page: <http://www.federalreserveplaza.com>

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 **911**. If time allows, call the Law Enforcement Unit at **617-973-3602**. 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 Real Estate Services Group.

MEDICAL EMERGENCY

Your Role:

1. Call **911**. If time allows, call the Law Enforcement Unit at **617-973-3602** 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 LEU staff members are trained in First Aid, CPR, and the use of AED* devices.
2. Summon Boston EMS as needed.

**Automated External Defibrillators (AEDs) are strategically located in the building. For a list of locations, see the Life Safety information on the Real Estate Services Group page: <http://www.federalreserveplaza.com>*

Both the Health & Wellness Center and the Law Enforcement Unit have AEDs.

EARTHQUAKE

Your Role:

1. Find cover. 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 **617-973-3602**.
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 **617-973-3602**.
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 Real Estate Services Group.
2. Summon the HAZ-MAT Unit of the Boston Fire Department if necessary.
3. Issue instructions to occupants.

IF POWER FAILS

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, in conjunction 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 **617-973-3602**.
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.

Run, Hide and Fight as appropriate.

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 **617-973-3602**.
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.

EMERGENCY INCIDENT COMMAND

In an emergency, the Banks **Emergency Response Team(s)** follow proven incident command practices to activate or establish needed structures to aid with response and recovery. Responsible personnel will consult both internally and with outside agencies to determine when it is safe to re-enter a work area that has been evacuated.

Await their instructions before returning to your work area.

Direct all media questions and requests to the **Corporate Communications Office**.

The **Law Enforcement Unit** staffs the Command Center and Fire Command Center and is responsible for securing the building and safe operations during emergencies. They communicate emergency instructions and status to building occupants.

Real Estate Services Group provides technical expertise in building systems operations and equipment, working closely with LEU and as a tenant liaison.

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 during emergencies and with evacuation of disabled persons.

EMERGENCY EXIT/STAIRWELLS

