

# 88 Kearny Street

## Tenant Handbook



**Owned by TIAA-CREF and managed by Jones Lang LaSalle Americas, Inc.**

Teachers Insurance and Annuity Association of America (TIAA)  
c/o Jones Lang LaSalle Americas, Inc.  
88 Kearny Street, Suite 1350  
San Francisco, CA 94108  
Phone: (415) 675-7990  
[88 Kearny Website](#)

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## **Welcome to 88 Kearny Street**

On behalf of TIAA-CREF, JLL, Inc. welcomes you to 88 Kearny Street. We look forward to working with you and your colleagues to ensure that our business relationship is long-lasting and successful.

The Tenant Handbook should answer many of the immediate questions you may have about building regulations, policies and operating procedures. Included in this packet is general building information to help ease your transition here, as well as forms that need to be completed and returned to the Building Management Office before you move in. If you need to update the information that you have on file with Building Management, additional forms are just a call or an email away. Building Management is always available to answer any questions you might have at any point during your tenancy here at 88 Kearny Street.

To ensure the most effective and timely communication, we ask that you designate a Primary and Secondary Tenant Contact as your main liaison to the Building Office. Communicating service requests or any other relevant information through the Tenant Contacts allows JLL to best serve your needs. The Tenant Contacts can be elected using the Tenant Contact Form in the enclosed packet.

### **Forms due back to the Building Office before Move-in:**

The following is the list of the forms that should be returned to the Building Office as soon as possible. Please send the forms via e-mail or deliver them in person to the Building Office prior to your tenancy:

- [Tenant Contact Information Packet](#)
- [Tenant Authorization Access Card Form](#)

## **Building and Management Information**

The Building Office, located in Suite 1350, is open Monday through Friday from 8:30am-5:00pm. 88 Kearny Street is owned by Teachers Insurance and Annuity Association of America (TIAA) and managed by JLL, Inc.

The following Building Management team is available to assist you:

Senior General Manager: Stacy Lee  
Email: [stacy.lee@am.jll.com](mailto:stacy.lee@am.jll.com)

Assistant General Manager: Ana Cruz  
Email: [ana.cruz@am.jll.com](mailto:ana.cruz@am.jll.com)

## **Rental Payments**

All checks are to be made payable to TIAA-CREF. The remittance address for rent or invoice payments is:

TIAA-CREF- 88 Kearny Street  
PO Box 70033  
Los Angeles, CA 90074-0033

For information on how to wire transfer monthly rent payments, please contact Building Management.

## **Wiring Info**

Bank Address: Bank of America  
777 Main Street  
Hartford, CT  
Account Name: Teachers Insurance and Annuity Association, 88 Kearny  
Account Number: 00 9420 353 495  
ABA Number: 0260 0959 3 (ABA number for bank)  
ACH Number: 011 900 254 (routing number for ACH)

## **Building Hours and Holidays**

The building is open from 7:00am – 6:00pm Monday through Friday. Unless you choose to lock the elevators to your floor, tenants and visitors are able to access all occupied floors in the building during business hours. The building is closed at 6:00pm during the week, on each weekend, and on holidays. After-hours tenant access can be gained via our Access Card system, and is specified by each tenant prior to move-in. All tenants must submit an Employee Access List that names all employees who are authorized to enter the Building after-hours. Employees must be on the After-Hours Access List to gain suite entry when the building is closed.

Holidays include New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas Day. The building is closed on these days and after-hours procedures are in effect. Employees must be on the Employee Authorization List to gain suite entry on Building holidays.

### **Local Retail, Transportation and Restaurants**

- Citibank

A full- service Citibank branch is located on the ground floor of the building and can be accessed through the main Lobby or at the corner of Post and Kearny Streets.

- Montgomery BART / MUNI Station

Located on the corner of Montgomery and Post Streets

- Crocker Galleria

Three stories of shops and local boutiques, offering a variety of retail and restaurants. A Farmer's Market operates from late Spring through late Fall on Thursdays until 3:00pm. Located at Post Street between Montgomery and Kearny Streets

- US Post Office

A full- service US Post Office is located on Sutter Street (one block north), between Montgomery and Kearny Streets.

## **Security Access Card System**

The Kearny Street entrance door and all elevators operate on a card access system. After-hours, the elevators are locked and can only be accessed by pre-programmed card keys. All tenants are required to have an access card, which is programmed and issued by Building Management. Please check with the Building Management Office for the current cost per card.

To gain entry into the Building or onto your floor, please pass your card closely in front of the card reader. If your card does not grant you access, contact Building Management during business hours so we can troubleshoot the problem. Cards are programmed to allow you access to your floor only.

For security reasons, it is important that the data in the access system be as accurate as possible. Please notify the Building Management Office as soon as employees join or leave your organization so we can create or deactivate their card as appropriate. You can request a report of your company's access cardholders at any time to ensure it is up to date. We recommend that you review your company's Employee Authorization List at least once per quarter to ensure it is current.

If you plan to give the card to another employee, please notify Building Management. We are happy to reassign the card and enter the new person into the access system.

## **Tenant Service Requests**

Tenants use Building Engines, an online service request system, to place requests for Engineering or Janitorial services. The URL is: <http://88kearny.buildingengines.com> Each tenant's authorized users are designated by information provided on the Tenant Contact Form. Log-in information is provided by Building Management. Once you place your request, it is dispatched immediately to the handheld device of the appropriate building staff member and will be addressed in a timely manner. Please note that some service requests will require additional charges be billed to the tenant. If this is the case, a cost estimate will be sent to the tenant and no work will be performed until the cost is approved.

## **Bicycle Parking**

88 Kearny Street has bike racks located in the parking garage for tenant use. Space for the bike racks is limited and is available on a first- come, first- serve basis. Bikes are stored at the discretion of the individual, and Building Staff and Management are not responsible for any damage or theft incurred on the premises.

## **Mail and FedEx**

Mail is delivered and picked up via USPS to each Tenant suite daily. For your convenience, a FedEx drop box is also located in the Freight Elevator vestibule on the Post Street side of the main elevator Lobby on the Ground Floor. The last pickup of the day is at 5:00pm.



## **After-Hours Access**

### **Tenant Access**

- As of 6:00pm, tenants are granted Building access by swiping their access card at the card reader located to the right of the main Kearny Street entry. Once inside, tenants will again need to swipe their access card in the elevator to gain floor access.
- If a tenant gains entry to the Building but is denied elevator access to their floor, they are required to check in with our Security Staff at the Lobby Console, who will verify their name against the Employee Access List provided by each tenant. If an employee's name is not on the list, access can only be granted after approval from the Tenant Contact.
- It is each tenant's responsibility to notify the Building Office of any changes to the Access List of their company. Please make any updates or changes to the Access List and email the updated form to Ana Cruz at [ana.cruz@am.jll.com](mailto:ana.cruz@am.jll.com).

### **Vendor Access**

- The Building Office must be given 48 hours' notice of all vendors coming to the property.
- All vendors who perform work on the property are required to have a current Certificate of Insurance on file in the Building Office. Please check the status of the vendor insurance with the Building Office **three (3) business days prior** to scheduling any work on the property.
- Upon authorization from the Building Office, please provide the vendor's name, date, and time that the work will be performed and whether freight elevator access will be required. 88 Kearny Street only has one freight elevator and reservation of the freight elevator does not guarantee exclusive use. Please note that due to the disruptive nature of some work, Building Management may require that certain work be performed after building hours (6:00PM Monday through Friday).
- Please note that our Security Staff are not authorized to provide guest or vendor access into your suite. Someone from your company must be onsite to greet your guest or vendor, or other prior arrangements will need to be made.

### **Guest Access**

- Tenants may coordinate after-hours access for their guests by e-mailing the Building Management Office to request access. The tenant must include the date, time, and name of the guest who will require access to the Building, and a tenant contact (with a cell phone number) who can be reached with any questions. The guests will also need to be input to Building Engines for Security purposes.
- Full-floor Tenants who choose to keep the elevators locked to their floor during business hours must submit a list of their authorized guests via Building Engines, and the dates of their appointments, at least 2 hours in advance of their visit. Guests must check in with Security Staff at the Lobby Console for floor access.
- Please note that our Security Staff are not authorized to provide guest or vendor access into your suite. Someone from your company must be onsite to greet your guest or vendor, or other prior arrangements will need to be made.

## **Vendor and Contractor Access**

If you schedule a vendor or a contractor to perform any work in the Building, you must provide at least **three (3) business days'** notice to the Building Office. Please provide Management with the following information:

- Vendor Name
- Date(s) the work will be performed
- Time the vendor will arrive and depart
- Description of the work being performed
- Certificate of Insurance for Contractor/Vendor (see below)
- Tenant Contractor Letter between Contractor/Vendor and Building (see below)

Contracts will need to check in with Security at the main lobby console upon arrival. Building Staff will not admit the vendor/contractor into your suite. Please arrange for someone in your company to meet the vendor or provide them with keys.

## **Vendor/Contractor Insurance Requirements**

We require that Tenants provide us with a Certificate of Insurance that meets the following guidelines for all contractors/vendors who enter the building. Please note that it is not unusual to take 3-4 days for vendors to meet our insurance requirements. If you are unsure whether your contractor/vendor has a Certificate of Insurance on-file, or if they are unable to meet the requirements listed on the next two pages, please call the Building Office to discuss options available to you.

In addition to a Certificate of Insurance, we also require a Tenant Contractor Letter to accompany the COI. Following the insurance guidelines below is a sample Tenant Contractor Letter, as well as instructions for completion. The Tenant Contractor Letter must be printed on vendor letterhead, signed by an agent of the company, and returned to the Building Office for a vendor to be cleared to do work at 88 Kearny Street.

- [Insurance Requirements](#)

## **Vendor/Contractor Insurance Guidelines**

This “insurance notice” is provided as a courtesy to facilitate the issuance of Certificates of Insurance. While 88 Kearny Street makes every effort to assist tenants and vendors, it is ultimately the responsibility of the tenants and vendors to provide the required proof of coverage prior to beginning any work at the Property.

Prior to performing any work at 88 Kearny Street, Vendor shall furnish to Owner, care of the Property Manager, a Certificate of Insurance and Endorsement page completed by a duly authorized representative of their insurer certifying that the required minimum insurance coverages are in effect. The minimum insurance levels for each category of coverage are as follows:

1. Comprehensive General Liability Insurance with limits of not less than \$1,000,000 Each Occurrence; \$2,000,000 General Aggregate; \$2,000,000 Products/Completed Operations Aggregate; \$1,000,000 Personal & Advertising Injury; and broad form property damage coverage. Self-insured retention or deductible, including costs of defense, shall not exceed \$10,000.

If any coverage provided in any policy is subject to a general aggregate limit of liability, such general aggregate limit shall apply on a “per project” basis.

2. Comprehensive Automobile Liability Insurance in the minimum amount of \$1,000,000 combined single limit for Bodily Injury and Property Damage if automobiles are used in the performance of on-site work.
3. Excess Liability Insurance in the minimum of amount \$3,000,000 per occurrence/aggregate.
4. Worker’s Compensation Insurance as required by the State of California. And Employer’s Liability Insurance in the minimum amount of \$1,000,000 per accident for bodily injury or disease.
5. All insurance must be written on an occurrence basis only.
6. **Certificates of Insurance are to name Additional Insured on the face of the Certificate in the following manner:**

**Teachers Insurance and Annuity Association of America (TIAA) and JLL, Inc.**

We DO NOT accept blanket endorsements. The acceptable Additional Insured Endorsements are Endorsement CG 20 37 07 04 **or** CG 20 10 10 93 and the form shall read:

**JLL, Inc., as agent for and including Teachers Insurance and Annuity Association of America (TIAA), are named as additional insured for all work performed by (your firm’s name goes in this space) at 88 Kearny Street, San Francisco, CA.**

7. General Liability, Automobile Liability and Umbrella policies shall provide that such insurance is primary to any liability insurance carried by the Additional Insured and provide a severability of interest’s clause.
8. **Waiver of Subrogation:** All insurance policies shall provide that the insurance company waives all rights of recovery by way of subrogation against the Additional Insured and any other party specified by Owner at any time or from time to time about any matter covered by such policy.

9. The “cancellation notice” time must be 30 days, not the customary 10 days, and the words “endeavor to” and “but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives” shall be deleted.

10. The Certificate Holder shall read:

Teachers Insurance and Annuity Association of America (TIAA)  
c/o Jones Lang LaSalle Americas, Inc.  
88 Kearny Street, Suite 1350  
San Francisco, CA 94108

11. All policies of insurance shall be carried by insurers which are authorized to do business in the state of California and which are rated in the most recent edition of AM Best’s Guide not lower than A- and Financial Size Category of VII (except worker’s compensation coverage with California State Compensation Fund.)
12. Vendor shall furnish the General Manager a Certificate of Insurance together with all necessary endorsement and waiver forms for review and approval before work commences. Alternatively, the Vendor’s insurer may provide complete, certified copies of all required insurance policies, including all necessary endorsement and waiver forms effecting the coverage required by these specifications.

## **Parking**

88 Keary garage parking is limited to one space per Tenant at a \$450/month rate. The building has one dedicated parking space for loading dock use, which is limited to 15-30 minutes during business hours and flexible timing for After-Hours use and weekends. Tenants must notify management 48 hours in advance to reserve the loading dock space for themselves or vendors. Please contact Building Management at 415-675-7990 to arrange a parking spot or loading dock use.

## **Building Services**

### **Cleaning Service**

Office areas are provided with janitorial service five days a week excluding holidays. Services include trash, recycle and compost removal, dusting, and vacuuming. See janitorial specification in lease exhibit for janitorial details. Special cleaning services, such as furniture or carpet cleaning, are available by calling the Management Office at 415-675-7990 or by submitting a service request via Building Engines. There may be a charge for special cleaning services depending on the size of the job and type of cleaning needed. If you have any comments or questions regarding cleaning, please contact the Management Office.

### **Elevators**

Elevator service is available 24 hours a day for tenants with key card access.

The building is equipped with the vertical transportation technology supplied, maintained, and recently modernized by KONE. The office levels are served by 6 total high-speed elevators; 3 servicing the low-rise Tenants (Floors 2-11) and 3 servicing the high-rise Tenants (Floors 12-21).

Two elevators serve for access from the garage floor to lobby, Elevator A and the Freight Elevator. For all deliveries, one freight (service) elevator is available. Deliveries shall not be made using passenger elevators.

After normal hours of building operation, all passenger elevators are available through card key access only. If an elevator fails to operate properly, please let Building Management know immediately.

If you are detained inside of the elevator cab due to a malfunction, REMAIN CALM. Press the alarm button inside the elevator once to signal your stalled status to Security.

Our elevator maintenance company will be immediately dispatched to correct the problem. Building staff will remain in constant contact to let you know what is being done.

### **Engineering Services**

Tenants may need special engineering services, including repairs to private bathrooms, replacement of non-standard ceiling tiles, and installation of additional thermostats. The tenant is billed at established rates for engineering services.

Engineering requests are processed and billed as follows:

1. A member of the engineering department staff investigates the situation
2. If possible, the problem is resolved immediately.
3. If materials must be purchased or completing the repair requires further planning or other assistance, the engineer consults Building Management. Then, they plan the work and prepare a time-and-materials estimate for tenant approval.

### **HVAC Services**

If the temperature in your office needs adjustment, please initiate a request through the Building Engines Work Order System. Your request will be referred immediately to engineering personnel. The building systems are designed to keep the temperature between 68 and 74 degrees during normal business hours (excluding building holidays).

Air filters are cleaned and replaced as recommended by the manufacturer to ensure equipment efficiency and maintain good air quality, for HVAC equipment that we control.

### **After Hours HVAC**

Most leases provide for HVAC from 7:00 A.M. – 6:00 P.M. Monday through Friday, not including Holidays. After hours HVAC is provided on the basis of a written request from the tenant. In general, tenants are billed for after-hours HVAC on an hourly basis. The rate at which tenants are charged is sometimes stipulated in the Lease; if not, the tenant is charged at the building standard rate. After Hours HVAC is usually billed on a monthly basis. All after- hours HVAC requests need to be submitted to Building Management no later than three business days prior to date of service.

### **Keys Locks and Access Cards**

Upon moving into the building 88 Kearny Street tenants receive two complimentary keys for their entrance door(s). All Tenant employees will be provided access cards. Missing or lost badges will require a \$30 replacement fee that will be reflected on your next monthly rent statement. Key and access card requests can be completed by calling Building Management at 415-675-7990 or emailing Ana Cruz at [ana.cruz@am.jll.com](mailto:ana.cruz@am.jll.com). All locks and keys must be building standard.

### **Recycling**

Our recycling and composting program is simple and very efficient. All tenant kitchens' have compost, recycle, and trash bins. Tenants also have desk-side recycling and trash bins. Signs and other resources are provided to tenants, as well as training, if necessary. In order for the building to realize a costs savings in operating expenses, proper sorting of all waste is extremely important.

### **E-Waste Reminder**

The building provides quarterly E-Waste pick-ups through Green Citizen. Building management will send Tenant notifications prior to the pick-ups, providing a link to submit E-Waste inventory. If a Tenant wishes to schedule an additional pickup for their suite, please notify Building Management at 415-675-7990 to help coordinate scheduling with Green Citizen.

### **Bulk Trash**

Contact Building Management at 415-675-7990 for assistance coordinating large waste removal or recycling.

## **Repairs**

If a need for repairs is noticed throughout the building, please notify Building Management at 415-675-7990 or by using the Building Engines Work Order System. Our staff welcomes your information and assistance in maintaining 88 Kearny Street as a first-class office environment.

If electrical, plumbing or other above standard repairs are requested within your premises, please log on to the Building Engines Work Order System. A service request must be submitted to Building Management. The work will be completed by building maintenance personnel or outside contractors who are familiar with the building.

## **Electrical Utility Service Interruption**

Building power supply provided by Pacific Gas & Electric. During disasters that cause loss of primary power, the building has emergency generators for emergency lighting, limited emergency elevators, fire detection system, and the main fire pumps.

## **Policies and Procedures**

### **Construction/Remodeling**

The tenant construction work procedure at 88 Kearny Street is designed to provide efficient scheduling of work while protecting other tenants from unnecessary noise and inconvenience.

#### **Summary**

Contact Building Management as the first step. We will be happy to assist you in completing your project efficiently.

You will need written approval from Building Management before contracting any work.

At least four (4) weeks before construction provide two (2) sets of drawings and plans to the General Manager for approval. Building Management must also approve your list of contractors and subcontractors. All subcontractors and contractors must be union.

At least two (2) weeks before construction, schedule a pre-construction meeting with the Building Management Team. Meeting materials should include detailed schedules; addresses and telephone numbers of supervisors, contractors and subcontractors; copies of permits; proof of current insurance (including all subcontractors); payment, performance and lien bonds; and notice of any contractor's involvement in a labor dispute.

We will generally require that you conduct noisy, disruptive or odor and dust producing work, as well as the delivery of construction materials, outside of regular business hours.

We expect all contractors to maintain safe and orderly conditions, labor harmony, and proper handling of any hazardous materials. MSDS sheets must be supplied to Building Management. We may stop any work that does not meet the conditions outlined in the attached document.

Before occupying the completed space, submit the final certificate of occupancy and any other approvals to the Building Manager. We also require an air balancing report signed by a professional engineer and an "as built" set of drawings in AutoCAD format on disk and one (1) hard copy showing all of the work in full detail.

### **General Rules and Regulations**

88 Kearny Street is a premier business address in San Francisco; as such we have worked very hard to create the most positive environment possible for you and your employees to conduct business in an orderly, clean, and desirable premise. We have endeavored to minimize our formal Rules and Regulations. However, in order to maintain the positive business environment, which initially attracted you as a tenant and minimize the interference by others to your premises, we anticipate your cooperation in observing the following Rules and Regulations prescribed by the Owner.

Refer to tenant lease for General Rules and Regulations.



## **Moving Procedures**

Tenants are requested to contact Building Management as far in advance of the move date as possible, but no less than two (2) weeks prior to any move in to or out of the Building, to coordinate the move and reserve the loading dock. All move-ins/outs must take place after 6:00 P.M., Monday through Friday, or on weekends. The requirement for a tenant move is to contact Building Management to ensure the Security Team will allow access for approved moving vendors and provide loading dock access.

As a brief checklist, please provide the following to Building Management prior to your move in date:

- Certificate of Insurance, Tenant Business Telephone (At Least Two)
- After-hours Emergency Contacts (Telephone Numbers)
- One Floor Warden Designate and Alternates
- Name of "Tenant Administrative Liaison(s)" and respective signature(s) of authorization

Arrangements should also be made with Building Management for:

- Access control cards
- Evacuation training for Floor Wardens and employees
- Keys for offices

### **Preferred Movers List:**

Nor-Cal Moving Services	415-347-5941
Corovan Corporation	408-678-3200

The following rules pertain to moving furniture, equipment and supplies in and out of 88 Kearny Street:

- The loading dock is the only building entrance permitted to be used for moves.
- Movers must carry insurance in accordance with the specifications in the Insurance Requirements section and provide a Certificate prior to the move.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the Tenant.
- The freight elevator is the only elevator used for the movement of furniture, equipment and supplies unless prior written approval to use additional elevators is obtained from Building Management.
- Movers must make arrangements with Building Management for use of the elevators for each move. A firm arrival time should be established for each day of a move.
- Movers are required to remove all boxes, trash, etc., when leaving the Building. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to you on your next monthly invoice.
- Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building.

- The San Francisco Fire Department prohibits the blocking of any fire corridor, exit door, elevator lobby at all times.

## **Emergency Plans and Resources**

### **COVID-19 Protocols**

The health of all of our tenants is the utmost priority. As a community, it is our collective responsibility to be diligent about protecting our health and the health of those around us. To facilitate efforts to mitigate the spread of COVID-19 Building Management has implemented these protocols.

- Face coverings must be worn in building common areas at all times.
- All building employees, contractors, and vendors are required to wear face coverings.
- Able Maintenance, our janitorial service provider, has increased the frequency and scope of cleaning frequently touched surfaces throughout the workplace with EPA-approved disinfectant.
- HVAC systems have been set to maximize outside air intake and air filters have been upgraded to the maximum MERV-13 rating.

### **Emergency Phone Numbers**

San Francisco Fire Department	911 or 415-861-8020
San Francisco Police Department	911 or 415-553-0123
Ambulance	911 or 415-431-2800
Building Lobby Desk (24 Hours)	415-439-6758
Building Office (Mon. – Fri., 8:00 am. – 5:00 p.m.)	415-675-7990
Hospital: St. Francis (Emergency)	415-755-4321

### **Non-Emergency Phone Numbers**

San Francisco Fire Department	415-558-3268 or 415-558-3300
San Francisco Police Department	415-558-0123

### **Purpose of the Plan**

As required by Title 19, California Code of Regulations; California Fire Code; California Health and Safety Code; and the San Francisco Fire Code, an emergency plan shall be prepared, implemented, maintained and annually reviewed this building. The Plan is a legal document.

## **Building Description**

88 Kearny Street is a 22-story, 233,887 square foot steel-frame tower clad with pre-stressed concrete. The building was completed in 1986 and is equipped with a modern life-safety system, incorporating a public address system, manual pull stations and automatic smoke detection. In the event of an emergency situation, building occupants should read the following manual carefully and keep it readily available. These procedures are designed to minimize the loss of life and property during emergency situations.

## **Life Safety Features**

To increase your understanding of the fire protection system at 88 Kearny, we have included a description of the various components and a description of the sequence of events when an alarm is activated.

The Life Safety system at 88 Kearny includes an audible and visual alarm system activated by smoke/heat detection appliances and fire sprinklers throughout the building. In addition, the system provides for smoke evacuation and building pressurization, a public address system and offsite monitoring of key life safety features. The sprinkler system is supported by one electric and one back-up diesel fire pump.

## **Emergency Appliances and Detection Systems**

### **1. Audible Fire Alarm**

- The fire alarm sound is a slow whoop with a pre-recorded relocation / evacuation message.

### **2. Public Address System**

- The Public Address System can broadcast to the entire building or to individual floors. Initial emergency instructions will be given over the public address system.

### **3. Fire Alarm**

- The Fire Control Room is located next to the Lobby Desk on the ground floor.
- Local alarms are monitored by an outside agency.
- Fire Alarm Pull Stations: Manual pull stations are located on every floor in the passenger and freight elevator lobbies and next to each stairwell exit.
- Smoke Detectors: Smoke detectors are located in the passenger and freight elevator lobbies, vestibules, electrical closets, exhaust air dampers and office spaces.

### **4. Exiting**

- The building has green directional exit signs to direct occupants to the nearest stairwell.
- Throughout the floor, designated light fixtures are connected to the emergency generator for emergency power. Evacuation signs are located in the elevator lobbies, freight elevator lobbies and stairwell exits.

- The stairwells are enclosed in fire rated wall with a dedicated ventilation system.
- Fire/smoke doors are located at each elevator lobby and programmed to close upon activation of a fire alarm.

#### 5. Fire Extinguishers

- Two fire extinguishers are located in the corridors on each floor and are serviced annually. They can be found in marked cabinets. Tenants should take the time to locate the fire extinguishers on their floor.

#### 6. Automatic Fire Sprinklers

- The building is fully sprinklered and water flow devices are located on each sprinkler riser at every floor level equipped with tamper alarm functions.

#### 7. Elevator recall

- The elevator will automatically be dispatched to the ground floor lobby upon activation of any elevator lobby smoke detector on that same bank.

#### 8. Communications

- In addition to the regular telephone system, there is a public address system on every floor to communicate with you in an emergency. The elevators are equipped with a telephone land line and an intercom system. The Fire Department has handsets for internal emergency communications.

#### 9. Emergency Onsite Equipment

- Water bottles, carabiner crank light, survival candle, crank radio, matches, rechargeable power failure LED night light, nitrile gloves, eye wash, emergency poncho, flashlight, first aid kit, duct tape, hammer, screwdriver, refillable water bladder, fire extinguisher.

### **Basic Alarm / Emergency Procedures**

It may be necessary to relocate or evacuate all or part of the building during an emergency. This may be conducted with the building staff and/or the San Francisco Fire Department and/or other Civil Authority. Some of the reasons would include fire, bomb threat or explosion.

#### Smoke, Fire or Explosion on a floor

- Pull or activate a Fire Alarm Pull Station
- Call the Lobby Console from a safe location.
- Call 911 from a safe location.
- For those who are mobility impaired: You are to proceed with a relocation aid into the stairwell vestibule/floor landing and wait until fire personnel can help. Please wait along

the exterior wall of the stairwell in order for other tenants to relocate expediently using the stairs.

- In the case of a small fire that can be safely extinguished, the fire extinguishers can be used. If the fire is more extensive, occupants are to close the doors and move away from the area. Only attempt this if you have a safe exit path.
- Please relocate or evacuate as described in the Exiting Procedures section immediately below.

The extinguishers in 88 Kearny are ABC extinguishers, which means that they can be used on all three types of fires - ordinary combustible material, flammable liquid fires and fire involving electrical equipment. An easy way to remember how to operate these extinguishers is the word PASS:

P - Pull the Pin from the handle  
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

### **Exiting Procedures**

When the emergency system is activated (either by pulling the manual Alarm Station or by a smoke detector or sprinkler), the life safety system in the building will activate and the following will occur:

1. In compliance with local regulations, four (4) floors are activated in an emergency; the floor of the alarm, the floor above and the two (2) floors below. Relocation is used for floors eight (8) and above; Evacuation is used for floors seven (7) and below.
2. The alarm will sound, the strobes will flash and a pre-recorded announcement will sound over the public address system instructing the affected floors to relocate four floors below or to evacuate (depending on the floor) by using the two emergency stairwells. The stairwell doors will automatically unlock. The sound of the fire alarm is a slow whoop.
3. More specific information may be provided over the public address system concerning the nature of the problem and to give special instructions. Follow these directions and **REMAIN CALM**.
4. The floors that evacuate onto the street level need to assemble at their pre-established gathering point at least two blocks away from the building and wait for instructions from building management and/or the Fire Department or other Civil Authority.
5. The floors that relocate four floors below are to gather in the corridor(s) next to the elevator lobby or near (but outside) the elevator lobby if there are no corridors and wait for instructions from building management and/or the Fire Department or other Civil Authority.

Two emergency stairwells are provided in the building. The North interior stairway (No. 1) opens onto Post Street at the street level. The South stairwell (No. 2) opens onto Kearny Street at the street level.  
**IN THE EVENT OF AN ALARM OR OTHER EMERGENCY, DO NOT USE THE ELEVATORS.**

## **Fire Safety Teams**

The Fire Safety Team consists of Building Staff members acting as the Fire Safety Director and Assistant Fire Safety Director. Each tenant must elect a Floor/Suite Warden, Deputy Floor/Suite Warden, Searchers, Stair/Exit Wardens and Elevator Monitors as available. The structure of the Fire Safety Team may vary based on the number of employees in each firm.

### **1. Primary Responsibilities of Building Staff**

- Ensure that the Fire Department was notified of the emergency
- Activate the fire alarm if not yet activated
- Ensure elevators have been recalled to ground floor as necessary
- Make emergency public address announcements as necessary

### **2. Secondary Responsibilities of Building Staff**

- Provide Fire Department (and/or other governmental authorities) with keys, maps of floors, firefighter's phones and list of persons in need of evacuation assistance.
- Prop open front doors. Keep street entrance areas clear of bystanders. Keep phone lines open as people may be calling in for assistance.

### **3. Relay known information to the Fire Department Officer in Charge**

- Location of fire, smoke, medical emergency or alarm
- Location of fire alarm panel
- Location of any known trapped persons
- Location of anyone in need of evacuation assistance
- Lobby Desk and FCC room phone numbers.

## **Tenant Fire Safety Teams - -Tenant Responsibility**

### **Floor/Suite Wardens**

The Tenant appoints their own Floor/Suite Wardens (In this document Floor Warden is used interchangeably with Suite Warden). The following is a list of duties each Floor Warden must assume:

- Responsible for the direct coordination of all emergency procedures in the tenant suite or on the entire floor if tenant occupies a full floor.
- Educate new employees and re-educate all employees on a regular basis of the Facility Emergency Plan.
- Be completely familiar with the floor arrangement, number of occupants, and the location of the exits. Know the location of all fire and emergency located equipment and their use.

- Divide the floor population into groups and formulate traffic patterns to be followed when relocating via emergency stairwell exits.
- Appoint Deputy Floor Warden, Searchers, Stair Exit Wardens and Elevator Monitors for emergency relocation or evacuation. Update the roster as necessary and forward any new information to the Management Office.
- Inspect all corridors, aisles and doors on a daily basis to ensure all are unobstructed and provide a clear path of travel in the event of an evacuation or relocation.
- Maintain an up-to-date listing of all mobility impaired personnel and arrange evacuation assistance to the nearest stairwell. Provide updated lists to Building Management monthly.
- Ensure that all people on the floor are notified of a fire or other emergency and that all are relocated to a safe area, if necessary.
- Know the location of intercom system stations in both stairways. They are located on the following floors: basement, 3, 7, 11, 14, 15, and 19. This system may be used to communicate with the Lobby desk at the ground floor if no phone is available.

#### Deputy Floor/Suite Warden

- The Deputy Floor Warden will assume the duties of the Floor Warden in his/her absence.

#### Searchers

- Searchers will be under the direction of the Floor Warden. Duties are to include searching all restrooms, offices, conference rooms, storage rooms, etc. to ascertain that all people are off the floor.

#### Stair/Exit Wardens

- Under the direction of the Floor Warden, the Stair/Exit Wardens will assist in directing persons along the pre-planned evacuation route.
- Ensures that all personnel are using the stairwells. Monitors stairs and exits to see that all personnel are proceeding in the proper direction – downward.
- Redirect traffic if a stairwell is blocked. Reassures all personnel to avoid panic.

#### Mobility Impaired Buddies

- Each mobility impaired occupant should have a buddy to assist in the evacuation to the nearest stairwell.

## Appendix A

### **Fire Prevention Measures**

- Discarded files and paper trash should not accumulate in office or storage areas.
- Electrical appliances and electrical cords should be in good condition.
- Electrical outlets should not be overloaded and should not bypass ground electrical plugs.
- Microwave should be monitored when in use to prevent burning food, which could set off the fire alarms.
- **Cooking and the use of toasters is strictly prohibited.** Even light smoke from burning food will trigger an alarm and the automatic relocation/evacuation of multiple floors.
- Personal portable heaters are prohibited.
- Exit ways should not be blocked. Aisles, corridors and doors must be kept unobstructed.
- Corridor or elevator lobby fire doors must not be blocked open.
- Any hazardous conditions are to be reported to the Building Office. Any exit light which is not operating should also be reported to the building staff.

### **Detailed Fire/Emergency Procedures**

#### 1. Report the Fire

Any person seeing or smelling smoke is to warn all persons nearby and must report the fire to the San Francisco Fire Department by calling **911** from a safe location. Operate the nearest manual pull station fire alarm located in the elevator lobbies or the entrance to either stairwell or elevator lobby. DO NOT ASSUME someone else has or will report the fire.

#### 2. Follow instructions

Follow instructions from the Public Address System, Suite/Floor Warden, building staff or governmental authorities as the case may be.

#### 3. Alarm Devices

An intermittent whooping tone and the flashing of strobe lights will indicate that a manual pull station, smoke detector, or water flow switch has been activated on the floor (or on the floor above or below). The strobe lights and siren will sound only on the floor in alarm and the one floor above and two floors below.

#### 4. Floor/Suite Wardens

Floor/Suite Wardens are first to make sure that the fire has been properly reported, and then to supervise the immediate relocation/evacuation of all persons near the fire and of the entire Suite/Floor.



## 5. Fire Classifications

<b>Class A</b>	Fire involving ordinary combustible materials such as paper, wood, cloth, rubber and plastics. Extinguish with a penetrating cooling agent. Water is the best material commonly available for this purpose.
<b>Class B</b>	Fire involving flammable liquids, such as gasoline, naphtha, acetone, greases and oils; or flammable gases like methane or hydrogen. Extinguish with surface-acting agents such as dry chemicals, which break up the chemical reaction of the fire; or use inert, dense, heavier-than-air gases, which smother the fire.
<b>Class C</b>	Fire involving electrical equipment, appliances and wiring. Extinguish with a nonconductive extinguishing agent to protect against electrical shock. Most extinguishers that have a Class B rating also have a Class C rating, but read the label to be sure.
<b>Class D</b>	Fire involving combustible metals such as magnesium, lithium, potassium, etc.

## 6. Fire Extinguisher Types

<b>Class A</b>	Air Pressure Water Tank, Hand Pump Water Tank and multipurpose ABC dry chemical.
<b>Class B</b>	Pressurized Dry Chemical, Carbon Dioxide, Halon and multipurpose ABC dry chemical.
<b>Class C</b>	Pressurized Dry Chemical, Carbon Dioxide, Halon and multipurpose ABC dry chemical.

## 7. Fire Extinguisher Use

Persons familiar and trained in use of the fire extinguishers should attempt to extinguish **SMALL MANAGEABLE FIRES** only if it is safe to do so. **DO NOT let the fire get between you and a means of escape.**

### **The “PASS” Method for Using ABC Extinguishers**

1. Hold upright, Pull safety pin.
2. Stand back 10 feet and Aim the hose at the base of the fire.
3. Squeeze the lever/trigger.
4. Sweep side to side.

**Never re-hang a fire extinguisher once it has been used. Have it recharged by a licensed service company.**

## 8. Safety tips when exiting

If told to relocate by either the sounding of an alarm or by instructions via the Public Address system, under the direction of the Floor Warden, move to the stairway exits. First test the exit door for heat by touching it before opening the door, then enter the staircase.

**DO NOT OPEN HOT DOORS.** Before opening any door, touch it near the top to see if it is hot. A fire on the other side will blast through the slightest opening with tremendous force and heat. **CLOSE ALL DOORS ALONG THE EXIT ROUTE.**

**DO NOT USE ELEVATORS.** In a fire emergency, the elevators will be recalled to the lobby and shut off. The elevators then can be restarted for use by the Fire Department only.

USE THE STAIRWELL. The stairwells are designed to resist fire penetration for two (2) hours and are pressurized to keep smoke from infiltrating this area.

#### 9. Persons with Disabilities

Tenant staff is to be assigned to assist all persons with disabilities requiring assistance to the stairwell vestibule. The vestibule has two-hour rated walls and has an independent ventilation system. Do not attempt to move them down the stairs. The Fire Department will relocate these people to a safe area. As possible a person should be assigned to stay with them for support. Someone else shall report their location to the fire department

#### 10. Relocation versus Evacuation

After accessing the stairwell walk down four floors and re-enter the building. The exception to this FOUR DOWN rule is as follows:

All floors from the 7th floor and below shall exit the building and evacuate into the street by walking down the stairwell. For example, if the fire occurs on the 6th floor, occupants of the 4th, 5th, 6th and 7th floors shall proceed by either stairway to the Street level and exit the building.

After exiting into the street employees should re-group and meet at their pre-determined location.

Should the situation change, a further announcement will be made to all occupants with new information and instructions. This announcement would be made by the Fire Department or authorized personnel.

When relocating four (4) floors below please remember that this is the first response to an emergency. As mentioned above, in case of a real emergency the Fire Department or other authorized agency will provide further instructions after the relocation. Such instructions may potentially include moving to another location, exiting the building, staying in place or whatever the authorities determine is the best course of action under the circumstances.

In any case do not re-enter the emergency area until instructed to do so.

#### 11. Defend in Place

- Seal door with wet towels
- Call 911 to report location and condition
- Open window for fresh-air if possible, (Do not break windows unless in absolute danger of smoke inhalation)
- If window is open or broken, hang a bright object from window
- Breathe through wet towel and stay low
- If trapped in smoke filled room or corridor:
  - Crawl on hands and knees to safe area
  - Try to get to the stairwell or away from the fire/smoke in a smoke free room and defend in place

### **Preparatory Trainings**

- Floor Warden Training is scheduled annually in November
  - Training is performed virtually or onsite in vacant space
- Fire Drill is scheduled annually in December or shortly after Floor Warden Training.

## Appendix B

### **Public Address Announcements**

#### A. Floors 2 Through 7 – Evacuation

Upon sounding the Fire Alarm, all tenants under the directions of Floor Warden(s) must move to exits, test door for heat, enter staircase, walk down the stairwell and exit the building.

Sample Script – of Public Address Announcements

“May I have your attention please. May I have your attention please. A situation currently exists on Floor five (5) that requires immediate evacuation of your floor. Please follow exit signs to stairways. DO NOT use elevators. I repeat, DO NOT use elevators. Please exit the building.”

#### B. Floors 8 Through 21 – Relocation

Upon sounding of Alarm and Public Address System, tenants on the Fire Floor, the floor above and two floors below, under the direction of the Floor Warden, move to exits, test door for heat, enter staircase, walk down **four** floors and re-enter body of building.

Sample Script – of Public Address Announcements

“May I have your attention please. May I have your attention please. A situation currently exists on Floor 15 that requires immediate evacuation of your floor. Please follow exit signs to stairways. DO NOT use elevators. I repeat, DO NOT use elevators. Please walk down four floors down, exit the stairwell and re-enter the building.”

## **Appendix C**

### **Earthquake Emergency Procedures**

#### **Before the Earthquake**

##### **1. Earthquake proofing**

- Large bookcases and file cabinets are to be mounted to the wall.
- Cabinet doors are to be latched at all times.
- Appliances and machinery are to be tied down.

##### **2. Earthquake Preparedness Measures**

Tenants are to devise their own plans to provide for their employees in the event of an earthquake or other disaster. The building does not carry emergency water or food supplies. It is suggested that Tenants have emergency supplies which include, but are not limited to, the following:

- Non-perishable food and bottled water to last for at least 3 days
- First Aid kits and prescribed medication as needed
- Blankets and extra clothing, sturdy shoes
- Battery-powered lighting and radios (or portable TV)
- Large plastic bags
- Duct Tape
- Scissors

##### **3. Communication**

- Emergency list of Employees
- Emergency list of Vendors
- Telephone Tree List. (Where each person is responsible to call the next person on the list until one person is contacted)

##### **4. Fire Drill Participation is Required**

### During an Earthquake

Most injuries incurred during an earthquake result from falling objects or debris dislodged by the quake. During an earthquake the following must be observed:

- Remain calm.
- Remain indoors.
- Move away from windows/glass.
- Take cover under desk, tables, or strong doorways.
- Keep clear of file cabinets, shelves, and high-stacked material.
- Check for any injured persons and administer first aid.
- Do not start or pass rumors.
- Floor Wardens should check damage and injuries and be prepared to expedite evacuation of any serious injuries.
- In the event of a fire resulting from an earthquake, follow fire emergency procedures.

Elevators are equipped with seismic detectors and when activated will automatically stop the car on the nearest floor and open the doors. Exit the elevator at this time and follow the directions of the Floor Warden.

### After an Earthquake

Remain in the building and be prepared for aftershocks. Generally, most are smaller than the main shock, but some may be large enough to cause additional damage. If the earthquake is major, you may have to remain in the building for up to three days. Plan accordingly.

#### 1. Gas

Should you smell gas DO NOT use matches, candles, or any open flames. If you smell gas, contact the Management Office immediately.

#### 2. Electricity

DO NOT touch fallen or damaged electrical wires

DO NOT touch any electrical equipment, outlet or switch if you are wet or standing in water

DO NOT touch any wet electrical appliance while it is plugged in until you have turned off the main power switch. Unplug the appliance and allow it to dry thoroughly before using.

#### 3. Water

If pipes are broken inside the suite, Building Management should be notified. DO NOT flush if sewer lines are broken.

Immediately clean-up flammable liquids, medicines, and other harmful materials which have been spilled. Open closet and storage doors carefully, as objects may fall from their shelves.

## **Appendix D**

### **Bomb Threat Emergency Procedures**

#### **In the Event of a Bomb Threat**

In an emergency plan for bomb threats or bomb incidents, all situations will not be identical and any procedure must be weighed accordingly using good judgment and cooperation from all employees.

Immediate arbitrary evacuation upon receipt of a bomb threat is not recommended. If the Police or Fire Department suggest evacuation, it is important to have the tenant staff make a quick visual search of their own desks and surrounding areas. The purpose of this is to locate any unusual items which only the occupants would know if it was out of place in that area. Suspicious items might be cardboard boxes, bags, purses, or briefcases left in unusual places. If an item is located, it is important to notify the proper authorities. Do not move or cover any suspicious packages.

In case of evacuation due to a bomb threat, the elevators can be used. However, in case of a bomb explosion or a fire, the elevators cannot be used unless specific instructions are given by the Fire Department or the Police Department. In other words, if a threat becomes a fact and a real emergency occurs, stairwells should be used for evacuation.

#### **Receiving a Bomb Threat**

It is absolutely essential that the person in receipt of a bomb threat call not risk breaking the telephone connection by attempting to transfer the call to another party.

In the event that a bomb threat is phoned into your office, attempt to obtain a record of as much pertinent information as possible. The attached checklist is to be used when speaking to the caller. The questions at the top of the list are to be used to find out as much information as possible.

911 then should be called immediately, followed by Security at 415-439-6758.

Building Management will assist the Police, Fire Department, and Bomb Squad in searching the tenant areas. Whenever possible, each floor should have a representative available to assist with the search of their area. Please keep all threatened areas clear of transmitters of any kind.



## **Bomb Threat Checklist**

### Questions to Ask

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

Sex of Caller \_\_\_\_\_ Age \_\_\_\_\_ Race \_\_\_\_\_ Length of Call \_\_\_\_\_

### **Caller's Voice:**

<input type="checkbox"/> Calm	<input type="checkbox"/> Crying	<input type="checkbox"/> Deep	If voice is familiar, what did it sound like? _____ _____ _____ _____
<input type="checkbox"/> Angry	<input type="checkbox"/> Normal	<input type="checkbox"/> Ragged	
<input type="checkbox"/> Excited	<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing Throat	
<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred	<input type="checkbox"/> Deep Breathing	
<input type="checkbox"/> Rapid	<input type="checkbox"/> Nasal	<input type="checkbox"/> Cracking Voice	
<input type="checkbox"/> Slow	<input type="checkbox"/> Stutter	<input type="checkbox"/> Disguised	
<input type="checkbox"/> Loud	<input type="checkbox"/> Lisp	<input type="checkbox"/> Accent	
<input type="checkbox"/> Laughing	<input type="checkbox"/> Raspy	<input type="checkbox"/> Familiar	

### **Background Sounds:**

<input type="checkbox"/> Street	<input type="checkbox"/> Motor	<input type="checkbox"/> Local
<input type="checkbox"/> Noises/Voices	<input type="checkbox"/> Office	<input type="checkbox"/> Long Distance
<input type="checkbox"/> P/A System	<input type="checkbox"/> Machinery	<input type="checkbox"/> Booth
<input type="checkbox"/> Music	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Other
<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Clear	_____
<input type="checkbox"/> House Noises	<input type="checkbox"/> Static	_____

### **Threat Language:**

<input type="checkbox"/> Well-spoken (educated)	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Foul	<input type="checkbox"/> Taped
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker

Remarks \_\_\_\_\_

Report call immediately to Building Office, 415-675-7990 or to the Main Lobby Desk, 415-439-6758

Fill out completely, immediately after threat:

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_ Phone Number: \_\_\_\_\_