



# *The Safety Herald*

*A publication by and for the Charles Schwab Floor Warden Community*  
May, 2008



Richfield, Ohio Police Officer Eddie Jones (*left*) and Charles Schwab employee Chad Moore survey a parking lot accident at Schwab's Corporate and Retirement Services Facility in Richfield on July 9<sup>th</sup>, 2007. See *Car Crash in Richfield*, page 5 Photograph by Erik Richardson

## *NERT Training*

**San Francisco** – Firefighters taught disaster-preparedness to Schwab employees in San Francisco in November, 2007.

Fifty-two Schwab employees participated in the three-day training course called NERT (Neighborhood Emergency Response Team Training).

The training included fire extinguisher practice on a live flame; earthquake preparedness and hazard mitigation; gas, electricity, and water shut-off skills; hazardous material awareness;

- See *NERT*, page 3

## *Earthquake Drill in SF*

**San Francisco** – Floor Wardens in San Francisco conducted Schwab's first building-wide  
- See *Earthquake Drill*, page 5

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## *Regional News*

### *An Earthquake in Indy???*

Yes, believe it or not, on April 18, 2008 at 5:37 a.m., a 5.2 earthquake shook people in Indiana and some neighboring states out of bed.

Earthquakes are not common in Indiana, but are possible. The epicenter of this quake was located along the Wabash Valley Fault Zone, which is just north of the well-known New Madrid fault area.

Luckily, there was no damage to the Indy Service Center or area branch locations.

This was a perfect time to remind employees that Indiana can and does have earthquakes. Corporate Security sent a copy of our Charles Schwab earthquake procedures to all employees in Indianapolis that day (published: jumpword **EMERGENCY**). The event served as a reminder that tornadoes aren't all we have to worry about in Indiana.

*- Lori Dennison*

### *New Floor Wardens Join the Team in Overland Park, Kansas*

Corporate Security is pleased to announce the addition of a new Floor Warden Team at ETelligent Consulting (recently acquired by Schwab) located at 8717 West 110th Street in Overland Park, Kansas.

New Schwab Floor Wardens Cassie Baldwin, Aaron Anson, and James Montgomery will receive Floor Warden Equipment and a new AED (Automated External Defibrillator) in May.

These Floor Wardens completed their Floor Warden Training provided by Larry Anstett with Schwab Corporate Security on May 6th and First Aid, CPR and AED Training provided by the American Red Cross on March 19th, 2008.

*- Larry Anstett*

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### *First Aid, CPR and AED Training planned for CyberTrader*

Schwab Corporate Security has scheduled Adult First Aid, CPR and Automated External Defibrillator (AED) Training for 24 new and existing Floor Wardens at Schwab's CyberTrader Facility in Austin, Texas. This training, scheduled for May 28<sup>th</sup> and 29<sup>th</sup>, will empower and enable Floor Warden Team members to provide assistance should a medical emergency occur in the workplace.

Thirty-three Automated External Defibrillators are located with Corporate Security and Floor Wardens at Schwab Corporate Service Centers in 10 states.

Four hundred and sixteen Schwab employees in California, Nevada, Colorado, Illinois, Indiana, Ohio, Florida, North Carolina, Texas, and Arizona participated in American Red Cross Adult CPR and AED Training arranged and provided by Corporate Security during 2007.

A list of Schwab Floor Wardens certified to use an AED is published at jumpword **EMERGENCY**.

*- Jim Collie*

*- See **More Regional News**, page 9*

# *NERT Training with San Francisco Firefighters*



Charles Schwab Floor Wardens (left to right) Kathleen Ortega Reburiano, Stanley Lieuw, Lynn Palacio, and Nhung Tran rescue a manikin during NERT Training with the San Francisco Fire Department on November 16<sup>th</sup>, 2007. Photographs by Caden Gray



San Francisco Firefighter Ed Chu teaches Schwab employees how to use cribbing to extricate a trapped victim during NERT Training on November 9<sup>th</sup>, 2007.

## *NERT, from page 1*

disaster medicine, including triage, airway, shock, bleeding, and burn treatment; light search and rescue skills; damaged-building assessment, cribbing, and extrication skills.

Firefighters delivered the training at Schwab, until the last session, when students took a bus to an SFFD training facility for hands-on practice.

“I think the experiences at the fire training facility were the most valuable. Nothing from the book can replace that,” wrote participant Diane Baumert, who with colleagues, spent the second half of the final day putting out a flame with a fire extinguisher,

- See *NERT*, next page



Charles Schwab  
Floor Warden  
Kathleen  
Ortega  
Reburiano  
(front) and  
colleagues learn  
to search a  
room in  
darkness during  
NERT  
Training with  
the San  
Francisco Fire  
Department on  
November 9<sup>th</sup>,  
2007.

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extricating a trapped manikin, and searching a dark building for post-disaster survivors. “I would recommend the program to anyone. The interaction with the San Francisco Fire Department was outstanding,” she wrote.

“The firemen who taught the class were great teachers,” wrote participant Grace Klingler. “I think everyone who lives in the Bay Area should take a class like this.”

“It has opened my eyes to emergency situations and the value of being trained, if only to a small degree,” wrote participant Steve Booker. “I now feel very much empowered and know I have an opportunity to make a difference if the occasion arises.”

NERT is a disaster-preparedness training program provided by the San Francisco Fire Department to people who live and work in San Francisco. The November Training was provided for Schwab and sponsored by Corporate Security.

For a schedule of classes available to the public and for more information about NERT

Training in San Francisco, please visit the [NERT Web Site](#), or visit the NERT link at jumpword [EMERGENCY](#).



Charles Schwab Floor Warden Mary Fong treats colleague Van Taylor for shock and controls bleeding during NERT Training with the San Francisco Fire Department on November 9<sup>th</sup>, 2007.

## *Car Crash in Richfield*

An out-of-control sport utility vehicle plowed through the Charles Schwab Corporate and Retirement Services parking lot in Richfield, Ohio, on July 9<sup>th</sup>, 2007.

Two Schwab employees sitting in their vehicles – just two parking spaces away from the initial impact – narrowly escaped injury.

Richfield Floor Wardens Christy Spegar and Charles Griffiths ran to the accident scene to assist the driver of the SUV and search for injured employees.

Six vehicles sustained damage in this accident. Two of the damaged vehicles were a total loss. Police reported that the driver of the SUV said she had accidentally hit the gas and not the brake, then panicked and could not remove her foot until after the impact. No one was hurt in the accident.

*- Erik Richardson*



**A car belonging to Schwab employee Brad Burgess is shown here after it was struck and crushed in a parking lot accident at Schwab's Corporate and Retirement Services Facility in Richfield, Ohio, on July 9<sup>th</sup>, 2007. Photograph by Erik Richardson**

## *Earthquake Drill, from page 1*

earthquake drill at 215 Fremont Street on April 29<sup>th</sup>, 2008.

At 2:05 PM, Chief Engineer Norm Pedersen activated the building's public address system and invited all occupants to duck, cover, and hold.

In response, more than 600 people on 8 floors scrambled under their desks.

Floor Warden Teams donned orange vests and hard hats, checked for injuries, and took roll.

Floor Wardens then delivered occupant-status and injury information to emergency radio operators inside the building.

Radio operators in turn transmitted this information to Corporate Security, Business Continuity Management, and Corporate Real Estate. (See page 7 for more information about emergency radios in San Francisco.)

## **Emergency Response Team Exercise**

The 215 Fremont Street earthquake drill in April was inspired by a successful Business Continuity Management exercise held on December 12<sup>th</sup>, 2007.

On that day, fifty-one Schwab employees, including senior managers and officers, participated in an earthquake simulation for Schwab's Emergency Response Team in San Francisco.

Coordinated by Patricia Rivas and BCM, this exercise began with a simulated report of a 7.9 earthquake striking the coast of northern California.

During the exercise, five thousand lives were reported lost. Thirty-seven thousand buildings were damaged. Bridges came down. Hospitals and emergency services were overwhelmed. [Simulated]

Schwab's Emergency Response Team went to work helping more than one thousand occupants at Schwab's 18-story 211 Main Street building in downtown San Francisco.

"This was a wonderful opportunity to understand how our current plans stack up against a very real situation," wrote Steve Horn, Vice President of Operational Support Services for Technology, following his participation in the exercise.

The four-hour event on December 12<sup>th</sup> was the largest Charles Schwab BCM Emergency Response Team exercise to date. It was also the first time that the

*- See ERT, next page*

## *Earthquake Drill in San Francisco*



Schwab Floor Wardens Glenn Awamura (*left*) and Jeff Berry duck and cover during an earthquake drill at 215 Fremont Street in San Francisco on April 29<sup>th</sup>, 2008. Photograph by Justin Jaramillo

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public sector had been involved in a San Francisco Schwab ERT exercise.

Representatives from the San Francisco Police Department, the San Francisco Fire Department, the Los Angeles Fire Department and the California Governor's Office of Homeland Security were on hand to provide help and advice.

Under their guidance, an ICS (Incident Command System) model of organization was implemented and tested. ICS models are commonly used in the public sector to coordinate multiple agencies during a disaster.

The 51 participants responded to new information, logistical snags, life safety concerns, and technology and communication issues during the exercise in December.

"I was impressed with the level of engagement which was evident in the thoughtful discussion that occurred," wrote

Steve Horn. "I think this exercise has raised everyone's appreciation for just how important it is to have well-thought-out and tested plans."

In response to this exercise, Corporate Security and Floor Wardens will implement earthquake drills at all San Francisco high-rise locations in 2008.

At the same time, BCM will provide Incident Command System Training for Schwab's Emergency Response Teams and business leaders in all of Schwab's major regions during 2008.

For more information about ICS Training and Schwab ERT exercises coordinated by BCM, please contact Patricia Rivas (415) 667-3731.

*- Caden Gray*

## *MIR3, A Powerful Tool*

*Reaching everybody, right now*

Charles Schwab Corporate Security can now send an emergency message to all Floor Warden Teams using email, desk phones, and cell phones, simultaneously.

This new communication tool, called MIR3, is managed by Schwab Business Continuity Management and enables Corporate Security to send an electronic message in seconds to all Floor Wardens in a region, a building, or to teams of Floor Wardens on specific floors inside a building.

Please contact Floor Warden Program Coordinator Caden Gray in San Francisco (415) 667-7497 or your regional Schwab Security Manager to arrange a MIR3 test message for your team.

## *Microwave Fire in Ohio*



A metal coffee mug in a microwave started a fire at Schwab in Richfield, Ohio on January 28<sup>th</sup>, 2008.

Photograph by Erik Richardson

**Richfield** – A metal coffee mug in a microwave started a fire and sent smoke streaming through the lower level of Schwab’s Corporate and Retirement Services Facility in Richfield, Ohio on January 28<sup>th</sup>, 2008.

The fire alarm activated and more than 600 Schwab employees evacuated.

Schwab Floor Warden Mark Hoageson was attending an employee meeting in the lower level amphitheater when the alarm sounded. As he was exiting, Mark noticed smoke coming out of the break room next to the amphitheater.

Mark looked into the break room and could see fire coming out of the microwave. He immediately grabbed a fire extinguisher from the wall and pulled the pin. Just as he was about to open the microwave door, the fire smothered itself.

The Richfield Fire Department arrived in four minutes, investigated the incident, and issued the “all-clear” several minutes later. Evacuees returned to the building without further incident.

*- Erik Richardson*

# *Emergency Radios*

In response to the successful earthquake simulation exercise coordinated by Business Continuity Management in December, 2007, (See *Earthquake Drill, page 1*), Corporate Security, Corporate Real Estate, and BCM have invested in 13 additional radios to complement the existing Service Enhancement Emergency Radio Network in San Francisco.

The Emergency Radio Network exists to provide inter-building communication following a disaster if email and phone service is lost.

There are now 25 Emergency Radio Network operators in five buildings in earthquake-vulnerable San Francisco.

Following an earthquake, radio operators will communicate face-to-face with Floor Wardens and then use radios to share critical incident and occupant-status information with Corporate Security, Corporate Real Estate, Business Continuity Management, and Service Enhancement.

For more information about emergency radios in San Francisco, please visit [jumpword \*\*EMERGENCY\*\*](#) or contact Rob Sinclair (415) 636-3014, or Caden Gray (415) 667-7497.

# *Stair Chairs*

Corporate Security has purchased five emergency stair chairs for use in Schwab high-rise locations in California.

Stair chairs can be used to carry injured or disabled people down stairs if the elevators are not working and the fire department is not responding, as might occur in San Francisco or Pleasanton following a major earthquake.

We should not move anyone who is injured if we do not need to. But if we need to carry someone down stairs and we are isolated and without help following a disaster, Floor Wardens and Corporate Security officers in San Francisco and Pleasanton now have the means to do so.

Stair chairs are not a replacement for a wheelchair and should not be used if 911-help is on the way. Firefighters and paramedics will bring their own equipment for moving an ill or injured person down stairs.

The new stair chairs are located with Corporate Security in the lobbies at 101 Montgomery Street, 211 Main Street, and 215 Fremont Street in San Francisco, and in the Schwab Security Office at 6200 Stoneridge Mall Road in Pleasanton. One additional chair is located in the life safety supply closet accessible to Floor Wardens on the 17<sup>th</sup> floor at 211 Main Street. For more information about stair chairs, or to view the device, please contact Caden Gray (415) 667-7497.



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## *New York City Fire Drill and Local Law 26*

A fire drill was held in New York City's 114 West 47<sup>th</sup> Street building on February 4<sup>th</sup>, 2008. During the fire drill, Schwab employees located on the 20<sup>th</sup> floor were informed of a new law in New York called Local Law #26 that was passed in response to the events that occurred on September 11<sup>th</sup>, 2001.

Local Law #26 requires that - in addition to an annual fire drill - all high-rise occupants in New York must participate in an Emergency Action Plan Stairwell Familiarization Drill. This drill was held in the building on April 30<sup>th</sup>. Schwab employees on the 20<sup>th</sup> floor had never been inside the stairwells prior to this exercise. During the drill they were required to walk down three flights to a reentry floor.

They wore comfortable shoes and are now familiar with the stairwells and where they will go - to the building lobby, initially - if directed to evacuate during a building emergency. For more information about emergency procedures at 114 West 47<sup>th</sup> Street in New York City, please visit the **Life Safety Video** link published at jumpword [\*\*EMERGENCY\*\*](#).

*-Joette Faherty*



Schwab Fire Warden Team members in Jersey City, Francis Guido (*left*) and Bruce Pendleton. Photographs by Joette Faherty

## *Fire Drill in Jersey City, a strong tie with local officials*

Building engineers at 111 Town Square Place in Jersey City conducted a very successful fire drill on April 9<sup>th</sup>, 2008.

Following this exercise, on May 1<sup>st</sup>, members of the volunteer Schwab Fire Warden Team in Jersey City (including those pictured) toured a firehouse located close to the office building.

During this tour, Schwab Corporate Security and members of the Fire Warden Team offered to donate 12 surplus lockers from Schwab to the firehouse. This offer was accepted.

"I just wanted to thank you again for your donation of lockers to the Jersey City Fire Department. We appreciate your consideration. If I can ever be of any assistance to you in the future please don't hesitate to ask," wrote Jersey City Chief of Staff Robert A. Flora upon receipt of the lockers.

Emergency procedures for Schwab at 111 Town Square Place in Jersey City can be viewed at jumpword [\*\*EMERGENCY\*\*](#).

*-Joette Faherty*



## *Smoke in the Galleria*

**San Francisco** - The fire alarm activated in the lobby at Charles Schwab's executive building in downtown San Francisco on May 21<sup>st</sup>, 2007 when smoke suddenly filled a clothing store inside the Galleria retail space next to the high-rise tower.

The smoke was caused by a frozen fan belt on an air circulating unit inside the store. There was no fire.

Building security and engineers responded to the alarm and saw smoke through the glass storefront. They made a follow-up 911 call. Firefighters arrived four minutes later.

"They upgraded to two battalions," said 120 Kearny Street Security Manager Lee Yurman. "They blocked the street and hooked up their hoses to the building stand-pipes. They were all business when they came."

- Caden Gray

*(Top)* Post Montgomery Center Security Manager Lee Yurman directs firefighters into the Galleria at 120 Kearny Street.

*(Below)* San Francisco firefighters arrive in full high-rise turn-out gear - including oxygen tanks, axes, and attack hoses - four minutes after building personnel called 911 and reported smoke. Photographs by Caden Gray

