

EMERGENCY ACTION PLAN



Version Date: (INSERT DATE HERE)



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WORKPLACE EMERGENCIES



Introduction

This Emergency Action Plan (EAP) establishes guidelines for all reasonably foreseeable workplace emergencies. Because each emergency situation involves unique circumstances, the guidelines provide general guidance only. Thoughtful actions based on situation assessment are always required when responding to an emergency. It is also important to note that emergency guidelines do not necessarily represent sequential series of steps.

Special Note: *Safety and health are the overriding priorities in all emergency situations. Think before you act and... if you see something, say something!*

General Information (Refer to “EAP Position and Personnel Roster”)

Emergencies can be identified as Medical, Fire, Severe Weather, Bomb Threats, Chemical Spills, Terrorist Attacks, Criminal Acts, Extended Power Loss, etc. Personnel should identify these emergencies and report them to the Emergency Coordinator and **CALL 911** to alert Police. The local Emergency Services respond to emergencies.

Assembly Area – (INSERT LOCATION)

Alerting Personnel

The following apply during fires and other workplace emergencies requiring evacuation:

- The fire alarm will be activated and personnel will calmly evacuate using designated escape routes giving vocal alarms of “FIRE”, etc.
- Personnel will look into rooms as they leave the suite and notify personnel to exit; do not delay your evacuation for this purpose.
- Personnel will assemble and remain in the evacuation Assembly Area. Leaving the group or failing to report to the evacuation Assembly Area can cause unnecessary effort locating personnel believed to be missing.
- Immediately notify your Floor Captain or the Emergency Coordinator of missing or unaccounted for personnel.
- Stay alert and listen for instructions.
- Await guidance to disperse, return to the building or take additional measures.
- In the event of a Medical or other emergency that does NOT require evacuation, **CALL 911** to alert Police and notify the Emergency Coordinator.

ROLES & RESPONSIBILITIES



Refer to “EAP Position and Personnel Roster”

Authority: Emergency Coordinator, Floor Captain, and Aides for Persons with Disabilities are responsible only for evacuating personnel out of the suite and assisting personnel to the Assembly Area. Building Managers assume responsibility once our personnel exit (insert office information). Upon their arrival, Emergency Services (Incident Commander) will assume command.

A. Emergency Coordinator (EC)

Non-Emergency Responsibilities:

- Ensure the dissemination, implementation and updating of the EAP.
- Review and update EAP annually.
- Ensure personnel are assigned to all EAP positions.
- Conduct exercises as needed to optimize our personnel emergency response.
- Conduct and document an After Action Review following any emergency event and provide a copy to the organization’s Director.
- The EAP will be maintained in accordance with **(INSERT ALL GUIDANCE TO BE CONSIDERED)** and shall include:
 - Emergency escape procedures and emergency escape route assignments.
 - Procedures to be followed by personnel who remain behind to operate/conduct critical operational requirements before they evacuate.
 - Procedures to account for all personnel following evacuation.

Duties/Responsibility during an Emergency:

- Ensure Floor Captains initiate and complete accountability and/or evacuation.
- Coordinate the orderly evacuation of personnel when needed.
- Obtain accountability for our personnel following the incident and/or evacuation.
- Provide Emergency Response personnel with necessary facility information.
- Notify Building Management & Emergency Response of unaccounted for personnel.

B. Floor Captain (FC)

A minimum of one floor captain will be assigned to each zone (**see Attachment 1**).

Non-Emergency Responsibilities:

- Understand the building's emergency procedures and be prepared to assume his/her responsibilities promptly and calmly in an emergency.

- Maintain an accurate roster of all members assigned to his/her zone, which will be updated at least twice a year and upon the arrival of any new personnel. Provide updated information on personnel in your zone to the EC within 2 business days.

Duties/Responsibilities during an Emergency:

- Put on a vest, take your cellphone and copy of the EAP Position and Personnel Roster and ensure accountability for all personnel in your zone.
- During an evacuation, direct people out of your zone and exit via the stairwells; remind employees NOT to use the elevators, as they will be taken out of service.
- Upon arrival at the Assembly Area, confirm all personnel are present or are otherwise accounted for (e.g., illness, travel, vacation, meetings).
- Immediately notify Emergency Coordinator of unaccounted for/missing personnel.

C. Aide for Persons with Disabilities (APD)

Non-Emergency Responsibilities:

- Understand the building's emergency procedures and be prepared to assume his/her responsibilities promptly and calmly in an emergency.

Duties/Responsibilities during an Emergency:

- Put on vest, take your cellphone and copy of the EAP Position and Personnel Roster.
- Locate the Mobility Impaired Person(s) and assist them in getting to the designated mobility impaired location—the stairwell landing.
- Contact the Emergency Coordinator via the contact information located on your recall roster and let them know what stairwell you are located in and that you have arrived there safely with the person needing assistance.
- Continue to wait on stairwell landing until flashing strobes/alarms have been silenced. Once the alarm has been shut off, assist the person back to their work station.

D. All other Personnel

- Understand all information in the EAP.
- Read updates to the EAP when provided.
- Know the names and contact info for personnel serving as EC/FC/APD, where to find the AED, evacuation routes and procedures, Assembly Area location.

GENERAL INSTRUCTIONS FOR REPORTING EMERGENCIES



Summon emergency assistance by **CALLING 911**

Be prepared to provide the following information:

- Your name and location.
- Phone number from where the call is being made.
- Location of the emergency, including facility name, Bldg #, suite #, full address.
- Type of emergency:
 - Medical
 - Fire
 - Confined Space Rescue
 - Hazardous Material
 - Criminal Act
 - Bomb Threat
- Other important Information:
 - Number and condition of victims.
 - Location and extent of situation, hazard, fire, etc.
 - Involvement of Hazardous Materials (as available, give product name and/or describe any markings, labels or placards).
- What is needed

DO NOT HANG UP FIRST. Let emergency personnel hang up first.

After the call, station someone to direct Emergency Response personnel to the scene of the emergency.

MEDICAL EMERGENCIES



Survey the scene; evaluate personal safety issues.

Request assistance (SHOUT FOR HELP)

Call 911

Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)

Alert trained employees to respond to the victim's location and bring a first aid kit or Automated External Defibrillator (AED).

Location of First Aid Kits and Automated External Defibrillator(s)

First Aid Kit	(INSERT LOCATION)
Automated External Defibrillator	(INSERT LOCATION)

Procedures

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim's location is unsafe.
- Take "universal precautions" to prevent contact with body fluids and exposure to bloodborne pathogens.
- Meet the ambulance at the nearest entrance or emergency access point; direct them to victim(s).

FIRES



Fire Emergency Plan

If a fire is reported, pull the fire alarm, (if available and not already activated) to warn occupants to evacuate. Then Dial 911 to alert Fire Department. Provide the following information:

- Business name and street address
- Nature of fire
- Fire location (building and floor)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Location of fire alarm (building and floor)
- Name of person reporting fire
- Telephone number for return call

****Emergency Coordinator and Floor Captains to direct evacuation of personnel****

Evacuation Procedures

- Evacuate building along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation team to account for all employees and visitors at the Assembly Area.

ACTIVE SHOOTER AND WORKPLACE VIOLENCE



Profile of an Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

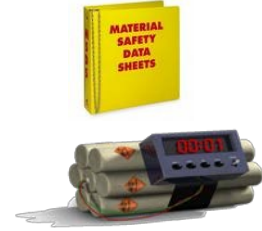
How to respond when an Active Shooter is in your vicinity

1. Evacuate	2. Hide Out	3. Take Action
<ul style="list-style-type: none"> • Have an escape route and plan in mind • Leave your belongings behind • Keep your hands visible 	<ul style="list-style-type: none"> • Hide in an area out of the active shooters view • Block entry to your hiding place and lock doors. 	<ul style="list-style-type: none"> • As a last resort and only when your life is in imminent danger. • Attempt to incapacitate the active shooter • Act with physical aggression and throw items at the active shooter
<p>*****CALL 911 WHEN IT IS SAFE TO DO SO*****</p>		

How to respond when Law Enforcement arrives on the scene

How you should react when Law Enforcement Arrives	
<ul style="list-style-type: none"> • Remain calm and follow officers instructions • Immediately raise hands and spread fingers • Avoid making quick movements towards officers such as attempting to hold on to them for safety 	<ul style="list-style-type: none"> • Avoid pointing, screaming, and/or yelling • Do not stop to ask officers for help or directions when evacuating. Just proceed in the direction from which the officers entered the premises.

Information you should provide to Law Enforcement	
<ul style="list-style-type: none"> • Location of active shooter • Number of shooters, if more than one • Physical description of shooter(s) 	<ul style="list-style-type: none"> • Number and type of weapon(s) • Number of potential victims at the location



BOMB THREATS

Phone Bomb Threat

- Stay calm – do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by **CALLING 911**. If supervisor is not present, you make the call.
- Fill out the *Bomb Threat Card* (**See Attachment 2**) to assist responding agency.
- Decision to evacuate the building will be made by law enforcement personnel.
- Take the Bomb Threat Card with you if the building is evacuated.

Written Bomb Threat

- Remain calm and leave the message where it is found.
- Do not handle the document any more than necessary to preserve fingerprints and other evidence.
- Do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by **CALLING 911**. If supervisor is not present, you make the call.
- Do not give information to anyone except supervisor and law enforcement personnel.

SEVERE WEATHER AND NATURAL DISASTERS



Tornado:

- When a warning is issued by sirens or other means, seek shelter inside. The following are recommended locations for shelter:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or block with no windows.
 - When a warning is issued by sirens or other means, seek shelter inside.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.

Earthquake:

- Stay calm and await instructions from the Emergency Coordinator.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator or the designated official.

Flood:

- Be ready to evacuate as directed by the Emergency Coordinator.
- Follow the recommended primary or secondary evacuation routes.
- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If car stalls, abandon it immediately and climb to a higher ground.

Blizzard:

- Stay calm and await instructions from the Emergency Coordinator.
- Stay indoors!
- If there is no heat:
 - Close off unneeded rooms or areas.
 - Stuff towels or rags in cracks under doors.
 - Cover windows at night.
- Eat and drink. Food provides the body with energy and heat, and fluids prevent dehydration.



EXTENDED POWER LOSS

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.



PERSONS WITH DISABILITIES

Employee and Supervisor Responsibilities

If you are an employee with a disability, there are critical steps you should take to help ensure that you will be safe during an emergency. First, inform your supervisor if you require assistance in the event of an evacuation. Second, work with your supervisor to develop a plan to ensure your safe evacuation in the event of an emergency. If you do not wish to share your needs with your supervisor you should review the procedures to be followed in an emergency situation affecting your assigned facility and familiarize yourself with your evacuation route and assembly area.

If you are a supervisor, you are responsible for reviewing your facility's EAP with all employees under your supervision, including those with disabilities, to ensure that each employee clearly understands procedures that must be followed during an emergency event. Be proactive in developing emergency plans to meet the needs of employees with a disability. You should also include your employees with disabilities in the decision-making process when selecting special equipment and developing evacuation procedures in collaboration with your building managers. Ensure the "Aide for Persons with Disabilities" (see Attachment 3) is notified of any employee that may require special assistance in the event of evacuation or emergency.

Procedures

Options for disability evacuation include:

- Shelter in Place—Take immediate shelter at the designated location.
- Evacuation Chair or Other Assistive Device—An evacuation chair or escape chair is a lightweight wheelchair used to evacuate a physically disabled person from an area of danger, such as a burning building. The chair is designed to allow an attendant to transfer the person down stairs more safely than could be done with a normal wheelchair. Such chairs may be folded to a small size and stowed in much the same manner as other firefighting equipment such as fire hoses and fire extinguishers.
- Two-person Carry—This is a way to carry a person to safety with the assistance of a partner. The two assistants link arms to form a backrest and grip wrists to form a seat.

Please remember, when making decisions regarding the best way to evacuate individuals with disabilities from your building, you should work closely with your local emergency response personnel and their safety specialists.

(INSERT FACILITY FLOOR PLAN COLOR-CODED BY ZONES)

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- | | |
|-----------------------|----------------------|
| • No return address | • Poorly handwritten |
| • Excessive postage | • Misspelled words |
| • Stains | • Incorrect titles |
| • Strange odor | • Foreign postage |
| • Strange sounds | • Restrictive notes |
| • Unexpected delivery | |

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____



Homeland Security

ATTACHMENT 3**SAMPLE Position Matrix**

Position	Name	Office Room #	Mobile Phone	Office Phone
Emergency Coordinator				
Alternate #1 Emergency Coordinator				
Alternate #2 Emergency Coordinator				
Zone A Floor Captain				
Alternate Zone A Floor Captain				
Zone B Floor Captain				
Alternate Zone B Floor Captain				
Zone C Floor Captain				
Alternate Zone C Floor Captain				
Aide for Persons with Disabilities				
Aide for Persons with Disabilities				
Alternate Aide for Persons with Disabilities				
Alternate Aide for Persons with Disabilities				

