**Emergency Action Plan**

**Instructions**

The following sample program is provided to assist you with the preparation and implementation of an effective emergency action plan.

You will need to provide information in several areas within the program. The information needed will be indicated by BLUE TEXT. Other areas of the program may need to be modified or eliminated depending on your organization.

**NAME OF ENTITY**

**EMERGENCY ACTION PLAN**

**OFFICE ENVIRONMENT**

**INSERT DATE**

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1. Emergency Management Team Member List
2. Bomb Threat Checklist
3. Public Safety Authority Contact Information
4. Emergency Evacuation Maps

# PURPOSE AND SCOPE

NAME OF ENTITY has developed this Emergency Action Plan in accordance with the requirements of [Title 8, Section 3220 of the California Code of Regulations](https://www.dir.ca.gov/title8/3220.html#:~:text=%C2%A73220.,(a)%20Scope%20and%20Application.&text=The%20emergency%20action%20plan%20shall,from%20fire%20and%20other%20emergencies.) in order to safeguard the well-being of employees and guests in the event of an emergency.

This plan applies to INSERT AFFECTED LOCATIONS.

The purpose of this plan is to prepare staff for emergency situations, provide organized procedures for protecting employees and guests, and minimize the consequences of an emergency.

The specific procedures within this document are designed to be flexible. They are not all-inclusive, nor are they intended as a rigid set of rules. In certain situations and circumstances, common sense should apply and should be readily and willingly utilized.

To ensure the safety of employees and guests, the protection of property, and expedited resumption of normal business activities after an emergency, all employees should be familiar with this plan, know their duties and responsibilities, and participate in trainings and drills. NAME OF ENTITY will train employees in emergency response procedures and conduct a variety of drills on an annual basis. Records of related drills and training will be maintained by the INSERT TITLE OF PERSON RESPONSIBLE.

To the extent possible, NAME OF ENTITY will strive to prevent emergencies through loss prevention measures such as training, good housekeeping, proper maintenance and repair of its facilities and equipment, and adherence to safe work practices.

# EMERGENCY RESPONSE TEAM

The Emergency Response Team (ERT) is comprised of an Emergency Response Coordinator, Emergency Response Leaders, Emergency Response Members, and Facilities/Building Manager.

These members each have specific duties. All ERT members serve as points of contact for employees seeking further information or explanation of duties under these procedures. The names and phone numbers of the Emergency Response Coordinator, Emergency Response Leaders, Emergency Response Members, Facilities/Building Manager, and their backups are listed in Appendix A.

## Management

Management is responsible for providing the resources necessary to support the tasks required by this plan.

## Emergency Response Coordinator (ERC)

The INSERT TITLE OF PERSON RESPONSIBLE is the ERC and is authorized to make the administrative decisions necessary to maintain the safety of employees and guests.

Before an emergency, theERCresponsibilities include, but are not limited to:

* Assisting with the development, update, and circulation of the plan and emergency procedures
* Knowing all aspects of the plan
* Delegating responsibilities as necessary
* Assisting the Emergency Response Leaders in employee training
* Assigning responsibilities to the Emergency Response Leaders and Emergency Response Members

During an emergency, the ERCresponsibilities include, but are not limited to:

* Receiving and acting upon reports of emergency situations
* Activating the appropriate emergency procedures
* Ensuring the ERT is notified of emergency situations
* Directing the activities of the ERT, including the decision to evacuate occupants or shelter in place
* Communicating with senior management and public safety authorities as necessary
* Directing the shutdown of operations when necessary
* Acting as or appointing a liaison to work with the Facilities/Building Manager and various public safety agencies
* Monitoring pertinent sources and emergency warning systems such as National Weather Service and emergency broadcast systems

## Emergency Response Leaders (ERL)

INSERT TITLES OF PERSONS RESPONSIBLE (such as department heads, managers, supervisors) are the ERLs. Responsibilities include, but are not limited to:

* Receiving and acting upon reports of emergency situations
* Activating the appropriate emergency procedures
* Assisting with the development, update, and circulation of emergency procedures
* Maintaining a state of preparedness
* Ensuring the training and drills outlined in the emergency procedures are conducted at the appropriate frequency and record of such drills maintained
* Being familiar with the arrangement and positioning of individuals within the office, the number of occupants, and the location of exits
* Knowing the location of fire extinguishers and how to operate the equipment
* Providing public safety authorities with keys to locked rooms, closets, secured areas, emergency devices, and equipment
* Providing employee training
* Reviewing the emergency procedures annually with the Facilities/Building Manager and Risk Manager and making revisions or modifications if necessary
* Recruiting new members and backups for members of the ERT as needed

## Emergency Response Member (ERM)

Representativesfrom each department will act as an ERM. Each ERM is responsible for a designated area within the office during an emergency. Evacuation assembly area is outlined in a map located in Appendix D. ERMs are also responsible for following the directions of the Risk Manager and department heads to ensure the safety of employees and guests during an emergency. All ERM members will be given initial training and annual refresher training thereafter.

Before an emergency, ERM responsibilities include, but are not limited to:

* Knowing the location of fire extinguishers and how to operate them
* Being familiar with the arrangement and positioning of individuals within their area of the office, the location of exits, and the evacuation procedures
* Maintaining the contents of survival and emergency response kits, including first aid kits
* Monitoring completeness of kits and request replacements for expired or unusable items
* Notifying the Risk Manager of potential problems

During an emergency, ERM responsibilities include, but are not limited to:

* Following instructions from the ERC and ERLs
* Ensuring all occupants within their area of the office are notified of the emergency
* Ensuring occupants within their area are evacuated from the building safely or follow appropriate shelter-in-place procedures
* Sweeping cubicles and offices, closets, conference rooms, workrooms, breakrooms, and other enclosed areas only if it is safe to do so
* Ensuring all employees and guests in their area have safely evacuated
* Making note of any missing persons or other unusual circumstances and report this to the ERC, an ERL or public safety authority

**ERMs have the authority and a responsibility to take necessary actions to protect employees and guests. Such actions should only be superseded by specific instructions from the ERC, ERLs or public safety authorities.**

## Facilities/Building Manager

The Facilities/Building Manager responsibilities include, but are not limited to:

* Providing or coordinating routine and regular maintenance of alarms, fire extinguishers, and sprinkler systems
* Providing housekeeping services to minimize hazards
* Maintaining information related to shut-offs and controls for various utilities, sprinkler systems, HVAC, and other vital building equipment
* Retaining master keys required to access building equipment rooms

## Employees

Employees are expected to participate in the loss prevention measures taken to avoid emergencies, follow the direction of the ERT during an emergency, and provide whatever assistance is necessary without endangering themselves. Training will be provided to all employees.

All critical equipment and operations are backed-up off site or can be shut off from outside the building. Employees are not permitted to delay evacuation in order to operate or shut down critical equipment (examples of critical equipment include the computer server room and IT service area).

Employee responsibilities include, but are not limited to:

* Being aware of their surroundings and potential hazards
* Notifying an ERM, ERC, ERL or Facilities/Building Manager of any potentially dangerous conditions
* Participating in emergency preparedness training and drills
* Knowing and following the emergency procedures
* Assisting any guests and disabled persons in their areas in the event of an emergency **only if it is safe to do so**
* Exiting the building when an evacuation order is given, the alarm has been activated, or an alert has been sounded
* Remaining outside the building once the alert has been given until declared safe by public safety authorities
* Being familiar with emergency procedures, exit routes, and evacuation assembly areas

It is important to understand that each emergency may have unique circumstances where employees may need to improvise and deviate from the plan.

# COMPLIANCE

All employees are responsible for using safe work practices, following directives, and assisting in maintaining a safe work environment. Failure to do so may result in disciplinary action per our personnel policies.

# GENERAL GUIDELINES

## Identifying and Evaluating Exposures

The ERC, ERLs, ERMs and the Facilities/Building Manager have worked together to identify potential emergency situations, to develop appropriate response procedures, and to ensure compliance with applicable federal, state, and local regulations. Local public safety authorities will evaluate potential emergencies and appropriate response procedures.

## Reporting Emergencies

Each employee will determine the best immediate reporting option based on the situation and circumstances. Information regarding the nature of the emergency must also be communicated by phone or in person to the ERC no matter which option is chosen.

The methods of reporting emergencies include, but are not limited to:

* Dialing 911
* Notifying an ERL
* Notifying a member of the ERT

The ERC or an ERL will determine the most appropriate response and identify if it is necessary to activate emergency procedures. Public safety authorities may also need to be notified to respond to the emergency. Contact information for local public safety authorities is located in Appendix C.

Any attempts to remove people from the vicinity of an emergency must be made without risking additional injury or harm. Do not take any action that may endanger lives or worsen the impact of an emergency. The elevator must not be used in an emergency except by public safety authorities.

## Response Options

Upon being notified of an emergency, the ERC will determine if emergency procedures should be activated and if the building should be evacuated or its occupants asked to shelter in place. Procedures for responding to specific emergencies are located within this plan.

### Evacuation

Emergencies may require employees and guests to evacuate the building to a designated assembly area. The decision to evacuate a building will be made by the ERC, ERL, ERM, Facility/Building Manager and/or public safety authorities. Evacuation procedures will be immediately implemented if the building alarm is activated. The ERC has the responsibility to provide direction for employees and guests until public safety authorities arrive. Control will then be relinquished to those authorities, and staff will provide support and assistance as necessary.

ERLs and ERMs will assist others in evacuating the building, including those persons with special needs or injuries within their capabilities and assist the ERC with accounting for building occupants after evacuating. Assistance from other employees will also be enlisted when such assistance can be safely provided. Specific evacuation routes are located in Appendix D.

##

Evacuation route maps will be posted in each work area. The following information is marked on evacuation maps:

* Emergency exits
* Primary and secondary evacuation routes
* Locations of fire extinguishers
* Fire alarm pull station locations

Employees should know at least two evacuation routes.

Building elevators must not be used in any emergency situation.

### Shelter in Place

In some emergencies the best means of protection is to take shelter within the building. When there has been no direction from public safety authorities, the ERC or ERLs will use available information, including local radio broadcasts to determine the need for shelter in place. Specific procedures for sheltering in place are detailed later within this plan.

### Persons with Special Needs

Employees needing special attention or assistance in an emergency are encouraged to identify themselves to the ERL or ERM, who will notify the appropriate ERT member. Special attention may include assistance descending stairs, care for a medical condition or need, or any other condition that may require the dedicated attention and care of another person.

The identities and personal medical information of all persons self-identifying as needing special attention or assistance will be kept confidential in compliance with applicable local, state, and federal regulations. ERLs will retain a list of employees requiring special assistance and use it to direct appropriate assistance to those individuals in an emergency.

Those with mobility concerns or other concerns that would make independent evacuation difficult are encouraged to contact their area ERT member and make arrangements that will increase the likelihood that they will be able to exit the building safely in an emergency. Occupants in need of assistance should become familiar with exits, stairwells, elevators, firefighting equipment, and fire alarms.

##

### Guests

Guests should be accompanied by an employee while in the non-public areas of the building. Employees should take special notice of guests and ensure they are included in appropriate emergency response procedures.

### Alert Notifications

**Remove alert notification systems that do not apply to your entity**

**Silent/Panic Alarms**

Silent/panic alarms may be located in your department. Contact your ERL or ERM to know if they are present and where they are located. Pressing the silent alarm activates a red indicator light and sends a notification to the alarm company’s central monitoring station who will then contact the Police Department/Sheriff Department.

**Interoffice Intercom/Verbal Notification**

An interoffice intercom may be available in some areas of the building. If activated, a message will appear on your phone with instructions on what to do. Verbal notification may also be used when appropriate.

**Email**

A group email may be sent by a member of the ERT. If you receive an email, take immediate action and follow all instructions.

# EMERGENCY RESPONSE GUIDELINES

## **Evacuation Procedures**

### General Instructions:

* When the fire alarm goes off, evacuate the building immediately.
* Do not go back for any reason (i.e. items left behind).
* Remain calm at all times. Do not panic.
* Walk quickly, do not run, to the exit closest to your area.
* Keep to the right in halls and stairways. Walk in single file.
* Use hand rails when proceeding down stairs.
* Persons needing assistance should be assisted in stairwells. Crutches or wheelchairs should not be taken into stairwells.
* Utilize the escape route designated for each exit and proceed to the designated assembly area.
* At the assembly area the associated ERM will account for personnel assigned to their areas and arrange for first aid, if needed.
* The ERM will report missing personnel to the ERC or department head, who will then report to the emergency responders.

### Evacuation Supplies

Each ERM is issued an emergency kit containing the following:

* Copy of this plan
* Green masking tape
* Personnel checklist for each department with phone numbers
* Flashlight (check batteries as part of the annual training)
* Flag or other signaling device
* First aid supplies
* Notepad and pen/pencil
* Backpack/bag

These kits are to be used only during an emergency or drill. Each department will be responsible for replenishing the supplies as they expire or need replacement.

### Assembly Areas

See Appendix A for the assembly area at your location.

## **Shelter in place**

Shelter in place is an emergency response procedure most often taken when there is a:

* Hazardous materials spill
* Wildland fire
* Severe weather
* Civil unrest

During such an emergency, it is safer to seek immediate shelter rather than evacuating the building. The notice to shelter in place may be given in a number of ways including, but not limited to:

* Media via the Emergency Alert System
* Email
* Office-to-office notification
* Door-to-door notification
* Interoffice intercom system
* Verbal notification

The ERC, ERLs and ERMs will monitor breaking news alerts and pass them along to employees.

### Initiating Procedures:

Immediately cease business operations upon receiving notice of the need to shelter in place. Ask employees and guests not to leave the building. Inform occupants of the emergency situation and the need to shelter in place. **Employees and guests cannot be forced to shelter in place**; however, if an occupant insists on leaving, advise him or her that by leaving, he or she may be exposed to whatever the event may be.

Specific procedures for shelter in place at a worksite may include the following:

* ERLs or ERMs should collect the names of everyone in the shelter area and report the names of employees sheltering in place to the ERC. Also provide the names of guests and their affiliation with NAME OF ENTITY, if applicable.
* Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact to let them know where they are and that they are safe.
* Turn on call-forwarding or alternative telephone answering systems or services. If the building has voicemail or an automated attendant, change the recording to indicate that the building is closed, and that employees and visitors are remaining in the building until authorities advise it is safe to leave.
* Quickly close exterior doors and close windows and air vents.
* Facilities/Building Manager may turn off all heating and air conditioning systems.
* If you are told there is danger of explosion, close the window shades, blinds, or curtains.
* Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
* Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well.
* It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
* Take emergency supplies and go into the room you have designated. Depending on the emergency you may need to seal all windows, doors, and vents with plastic sheeting and duct tape or anything else you have on hand.
* Consider pre-cutting plastic sheeting (heavier than food wrap) to seal windows, doors, and air vents. Each piece should be several inches larger than the space you want to cover so that it lies flat against the wall. Label each piece with the location of where it fits.
* Listen to the radio, watch television, or use the Internet for further instructions until you are told all is safe or to evacuate.

##

## Post-Incident Procedure

Management of recovery operations should be enhanced and more successful when a comprehensive post-incident review is conducted. Once an incident is over and the recovery operation is in place, it is critical to review the events as soon as possible. Post-incident review (PIR) is an evaluation of incident response used to identify and correct weaknesses, as well as determine strengths and promulgate them. The PIR will be used to support revision of this emergency action plan, as necessary.

The PIR will consist of the following procedures:

1. Review the entire event (minute by minute, if necessary), in an effort to determine what happened and when. The following list of questions may serve as a guide through this part of the PIR process:
* What happened and when?
* How well does the actual response compare with the written procedures?
* What worked well and what did not work well?
* What can be learned from what happened?
* How do we avoid repeating mistakes?
* What are the implications of what just happened?
* Are program and plan revisions needed?
1. Review and assess the threat of these circumstances occurring again.
2. Revise the emergency action plan as necessary.
3. Practice and drill on the new plan.

A record of the post-incident review will be kept on file by the Risk Manager.

# TRAINING AND DRILLS

ERLs are responsible for training employees under their direction with assistance from the ERC and/or ERM. Employees must have thorough knowledge of the emergency response procedures and evacuation routes for their areas prior to any emergency situation. Employees are encouraged to become trained in emergency first aid techniques and CPR.

## Training

No employee will be asked or expected to perform a task that would place him or her at risk of personal injury or for which he or she has not received appropriate training and equipment. The records of all training related to these procedures will be retained per the requirements in the Injury and Illness Prevention Program (IIPP).

Employee training will include, but is not limited to:

* Individual roles and responsibilities.
* Information about threats, hazards, and protective actions.
* Notification, warning, and communications procedures.
* Remaining on-site and within the assembly area until dismissed by the ERC.
* Emergency response procedures for various threats.
* Evacuation and shelter-in-place procedures.
* Location and use of common emergency equipment.

Training will be conducted in many forms including, but not limited to:

* Regularly scheduled orientation and education sessions to provide information, answer questions, and identify needs and concerns
* Periodic meetings for members of the ERT to discuss responsibilities and appropriate reactions to emergency scenarios
* Drills to test specific functions such as medical response, emergency notifications, communication procedures and equipment
* Evacuation drills to a designated assembly area to test evacuation procedures and procedures for accounting for all personnel
* Simulation of a real-life emergency situation involving the ERT members, employees, management and community response organizations

## Drills

Preparation for emergency situations will reduce the confusion that often occurs in the midst of emergencies. Quick and effective responses to emergencies will mitigate the impact of those emergencies.

Periodic tests of the plan components will be performed. Announced and unannounced drills will be conducted periodically, and all office occupants are required to participate.

Following a drill, suggestions for improvement from staff and appropriate public safety authorities will be solicited. The results of the drill will be evaluated to determine the following:

* Did staff respond in the manner anticipated in the plan?
* Did the chain of command work effectively?
* Were the communication links appropriate?
* Were the procedures appropriate?
* Were the appropriate public safety authorities called and did they respond?
* Did designated personnel meet the public safety authorities?
* Were there any important actions not attended to?

Employees will be trained in evacuation and shelter-in-place or earthquake procedures periodically and when exercises show that employee performance needs improvement.

# EMERGENCY TYPES

The following pages include general information for employees for the various types of emergencies that are likely to be encountered. It is not intended to address every type of emergency that could occur or to provide the only direction employees will be asked to do. It is important to understand that each emergency may have unique circumstances where employees may need to improvise and deviate from the plan.

The following emergency response plans have been addressed in this plan:

* Active Shooter
* Aircraft Down
* Biological or Chemical Threat
* Bomb Threat
* Civil Unrest
* Earthquake
* Fire
* Flood
* Medical Emergencies
* Tornado
* Utility Outage/Failure
* Workplace Violence Prevention

Additional topics will be added as the need arises.

## Active Shooter

Quickly determine the most reasonable way to protect your own life. Remember that guests are likely to follow the lead of employees during an active shooter situation.

The three most common options for an active shooter event are Run, Hide, or Fight. During an active shooter event, employees must be able to determine their best course of action for the situation they are facing.

**RUN:**

If there is an accessible escape path, attempt to evacuate the premises immediately. In the event the shooter comes through the front door, which is most likely, the best escape route is through a secondary door or window and out of the building as quickly as possible. Be sure to:

* Have an escape route and plan in mind.
* Consider evacuating immediately upon recognition of gun shots and rampage once you have determined where the threat is coming from.
* If you move from your original area, be prepared to move again if needed.
* Leave your belongings behind.
* Help others evacuate, if possible.
* Evacuate regardless of whether others agree to follow.
* Avoid assembling in one area unless it is safe to do so.
* Prevent individuals from entering an area where the active shooter may be.
* Keep your hands visible.
* Follow the instructions of any law enforcement officer.
* Do not attempt to move injured people if it will place you or the injured person at additional risk.
* Call 911 when you are safe

**HIDE:**

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

* Be out of the active shooter’s view.
* Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
* Not trap or restrict your options for movement
* If you are in an office, stay there and secure the door.
* If you are in a hallway, get into a room and secure the door.

To prevent an active shooter from entering your hiding place:

* Lock the door, if possible.
* Blockade the door with heavy furniture, chairs, tables or any other objects that are available.
* Silence your cell phone and/or pager.
* Turn off any source of noise (i.e., radios, televisions).
* Hide behind large items (i.e., cabinets, desks).
* Remain quiet.

If evacuation and hiding out are not possible:

* Remain calm.
* Dial 911, if possible, to alert police to the active shooter’s location.
* If you cannot speak, leave the line open and allow the dispatcher to listen.

**FIGHT:**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

* Acting as aggressively as possible against him/her.
* Throwing items and improvising weapons.
* Yelling.
* Committing to your actions.

**How to respond when law enforcement arrives:**

Law enforcement’s purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area where the last shots were heard:

* Officers may arrive alone or in teams.
* Officers may wear plain clothes, regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
* Officers may be armed with rifles, shotguns, and/or handguns.
* Officers may use pepper spray or tear gas to control the situation.
* Officers may shout commands and may push individuals to the ground for their safety.
* Remain calm, and follow officers’ instructions.
* Put down any items in your hands (i.e., bags, jackets).
* Immediately raise hands and spread fingers.
* Keep hands visible at all times.
* Avoid making quick movements toward officers such as attempting to hold on to them for safety.
* Avoid pointing, screaming and/or yelling.
* Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

**Information to provide to law enforcement or 911 operators:**

* Location of the active shooter
* Number of shooters, if more than one
* Physical description of shooter/s
* Number and type of weapons held by the shooter/s
* Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

**Managing the consequences of an active shooter situation:**

After the active shooter has been incapacitated and is no longer a threat, the Risk Manager, department heads, ERMs, human resources and/or senior management will engage in post-event assessments and activities, including:

* An accounting of all individuals at a designated assembly point to determine who, if anyone is missing and potentially injured.
* Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties.

## Aircraft Down or Explosion

Contact emergency responders immediately. Give all information to the dispatcher and stay on the line for emergency directions.

**If inside a directly impacted building:**

* Remain inside the building until it is safe to exit.
* Evacuate the building as quickly and calmly as possible utilizing evacuation instructions herein.
* Follow direction of emergency response personnel.
* Assist others in exiting the building and move to the designated evacuation areas.
* Remember to take personal necessities (glasses, keys, medications, etc.) with you.
* If there is a fire, stay low to the floor and exit the building as quickly and safely as possible.
* If you are trapped in debris, attempt to notify responders of your location.

**If outside of a directly impacted building:**

* Follow drop and cover procedures.
* Proceed to a designated safe evacuation area.
* Follow emergency response personnel directions and instructions.
* Keep streets and walkways clear for emergency vehicles and crews.
* Do not attempt to rescue people who are inside a collapsed building, wait for emergency personnel to arrive.

**Biological or Chemical Threat**

A train derailment, tanker spill, or other incidents could cause the release of harmful chemical, biological, radioactive, or explosive material. If a biological or chemical threat occurs, follow local law enforcement or public safety officials on whether to evacuate the building or to shelter in place.

**Building evacuation notes:**

* Stay calm
* Turn **off** lights as you leave (if you feel it is safe to do so).
* Close doors as you leave (if you feel it is safe to do so).
* Evacuate the building via the nearest safe exit and proceed to the assembly area.
* Assist others in exiting the building as appropriate.

**Shelter in place notes:**

* Stay calm
* Follow the shelter-in-place instructions outlined in this plan.
* Notify the Risk Manager that you have been ordered to shelter in place.
* Await further notification from public safety officials.

**Bomb Threat**

**General Information:**

* Most bomb threats are false and primarily intended to elicit a response from building occupants. However, **no bomb threat should be assumed fake.**
* Staff should become familiar with work areas and help to identify unusual boxes or objects in their areas. Maintaining good housekeeping throughout all areas will be helpful.
* If a potentially harmful device is found, the ERC will notify the appropriate local public safety authorities for assistance.

**Phone Threat:**

* Remain calm.
* Immediately refer to the telephone bomb threat checklist (see Appendix B).
* Pay attention to your telephone display and record the information shown on the display window.
* Engage the caller as long as you can and compile as much information as possible.
* Try not to upset the caller at any time.
* Pay attention to any background noise and distinctive sounds (traffic, machinery, voices, music, television, or radio).
* Note characteristics of the caller’s voice (gender, age, education, and accent).
* Attempt to obtain information on the location of the device (building location, floor, or room).
* Attempt to obtain information on the time of detonation and type of detonator.
* Immediately after the caller has ended the call, notify the ERC.
* If the threat was left on your voicemail, do not erase.

**Written Threat:**

* Handle the document as little as possible and notify the ERC as soon as possible.
* If the threat should come via e-mail, save the information.

**Evacuation:**

* Do not attempt to notify or evacuate the entire building.
* Notify the ERC.
* The ERC will call law enforcement and follow their instructions.
* The ERC will notify the Facilities/Building Manager, inform them of the bomb threat, and provide the instructions given by law enforcement.
* The decision to evacuate is handled on a case-by-case basis and is a unified decision made by the ERC and the ERLs and is based on instructions given by law enforcement.

**Civil Unrest**

Civil unrest events are often associated with riots, looting, or protests. In these instances, sheltering in place is an action taken to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation.

**If outdoors:**

* Being aware of your surroundings is important on a day-to-day basis but crucial during times of unrest.
* Keep your wits about you and your eyes and ears open. This means [stay focused](http://www.itstactical.com/intellicom/mindset/3-effective-techniques-to-train-your-situational-awareness-and-recognize-change/) on getting out of a potentially bad situation.
* Keep your phone in your pocket (unless absolutely necessary), as focusing on a text or call can distract you from what’s really going on.
* Keep your focus on the present, at what is happening around you. This way, you can spot trouble before it escalates to an obvious level
* Should you find yourself outside of the building when unrest breaks out, stay away from the active areas and make your way to a safe area as quickly as possible.
* Check with the ERC or ERLs before coming into work to see if it is safe to do so.

**If indoors:**

* Stay calm.
* If you’re inside when riots or other unrest begins, don’t go out to get a better look. The last thing you want is to be involved in the chaos.
* Follow the shelter-in-place instructions outlined in this plan.
* Notify the Risk Manager that you have been ordered to shelter in place.
* Await further notification from public safety officials.

## Earthquake Procedures

**Immediate action if you are inside:**

* Move to the interior of the building, away from windows.
* If possible, get underneath a solid desk or table.
* Protect your eyes, head, spine, neck, and shoulders as much as possible.
* If you are not near a desk but are in a corridor or lobby, get as close to the center of the building as possible or under permanent doorways.
* If the desk you plan to get underneath is located near a window and it is safe to do so, close the drapes or blinds for protection if the window breaks.
* Stay away from temporary walls or partitions and free-standing objects such as file cabinets, supply cabinets, and coat closets.
* Do not attempt to evacuate the building, as you may be injured by falling debris.
* If you are near an emergency exit and you feel it is safe to do so, prop open the exit door with anything heavy and readily available to ensure the door won’t be jammed shut.
* If in the elevator, the power may fail causing the elevator lights to go off. Be patient. You will be rescued as soon as possible.

**Immediate action if you are outside:**

* Stay outside and protect yourself from falling objects and debris.
* Move to an open area away from trees, power lines, and buildings.
* If you are on a sidewalk and have no other place to take cover, you may seek shelter in an exterior doorway of a building.

**When the earthquake has subsided:**

* Check for injuries and fires. If someone has been injured or you discover a fire, call 911.
* Have facilities/building management shut off utilities if you smell gas.
* Do not turn on lights or other electrical equipment.
* Do not create any open flames.
* Keep telephone lines available for emergency calls; avoid using the telephone if possible
* If you are inside a building, remain inside. Falling debris, electrical wires, gas leaks and other hazards can cause extremely dangerous conditions outside.
* Do not use the elevator.
* Follow the evacuation instructions from emergency response personnel.
* Assist employees and visitors.
* Assist persons with disabilities, if you are capable of doing so.
* If in a crowded area, do not rush for the exits.
* Follow the established procedures for fire, medical emergencies, or evacuation.
* Advise emergency responders of any imminent property damage, for example equipment that may fall onto furniture, water damage to vital records, etc.
* Assist emergency responders with immediate actions to limit damage, if capable.
* If there is time, tune into the emergency broadcast system.
* Do not try to leave location for home unless local public safety authorities indicate it is safe to do so.
* Avoid windows, hanging objects, mirrors, or shelves that could fall.

## Fire

A fire may include visible flames, smoke, or strong burning odors. The severity of the fire will dictate the appropriate response.

**If the fire cannot be extinguished:**

In an emergency or urgent situation, the appropriate and immediate action is for all employees and visitors to evacuate the building as quickly as possible, then notify the fire department and Facility/Building Manager.

**Utilize the following procedure:**

* Notify other employees and/or clients/customers. Check if anybody needs assistance.
* If the area is safe and you are willing, remove incapacitated persons or persons in immediate danger.
* If able, note what kind of fire (electrical, building/furniture, chemical, flammable liquid or vapor).
* Call **911** and pull the fire alarm.
* Evacuate per the standard evacuation procedures and consider the following evacuation notes.

**Additional Evacuation Notes:**

* Feel the exit door before you start to open it. **If it is hot, do not open it. Seek an alternate exit.**
* If the door is not hot, open it slowly and note the condition of the area.
* If hallways are clear of fire and smoke proceed to the nearest unblocked exit.
* Do not use the elevator.
* Evacuate the building via the nearest safe exit and proceed to the assembly area.
* If hallways are blocked with fire or smoke, close the door tightly and stay by a window until you are rescued.
* If you must go through an area filled with smoke, crawl on your hands and knees along the floor where smoke and heat are less dense.
* Alert other building occupants when able and as appropriate.
* Assist others in exiting the building as appropriate.
* Turn **off** lights as you leave (if you feel it is safe to do so).
* Close doors as you leave (if you feel it is safe to do so).
* The fire department will control and make decisions at the scene of the fire upon arrival. The fire department will decide when to turn control of the scene back to the Risk Manager.
* ERMs will sweep offices and restrooms as they exit the building to ensure all employees and guests are evacuating. Office and restroom doors will be closed after the sweep and marked with green tape in an “X” pattern to indicate the room is clear.

**If the fire can be quickly extinguished:**

* If the fire is small and controllable (e.g., small wastebasket), and if you have been properly trained, you may attempt to use a fire extinguisher to put out the fire.
* Extinguish the fire with a portable fire extinguisher.
* After successfully extinguishing the fire notify the ERC.
* If at any point the fire becomes worse, **do not hesitate** to initiate the urgent procedure above.

## Flooding

IDENTIFY PERSONS RESPONSIBLE FOR MONITORING THE WEATHER will monitor the overall weather and activate an intra-office alert once an official flood watch is issued. They will then monitor for an official announcement that will indicate the need to evacuate.

When the water level has reached less than one-foot below flood stage the office will be notified to evacuate via blast email from the ERC. In these circumstances, the office will be evacuated immediately, and all personnel **MUST** evacuate at that time. Evacuation for flood purposes closes the office for the day, and all employees will go home. In addition, management will circulate through the office making verbal notification and ensure employees are leaving the building immediately and that all employees have evacuated.

In the event an office closing occurs over the weekend, or while the office is previously closed or unoccupied, employees will be notified to not report for duty via blast voicemail, email, and/or phone call from their direct supervisor. Any one of these notifications by itself constitutes an official notification to remain at home and not to report for work.

## Medical Emergencies - CPR

**NON-Trained Responder:**

* Call 911. Obtain the services of a trained first aid responder if available.
* If a known trained first aid responder is immediately available, enlist their services and follow their instructions.
* Designate a person to direct EMS personnel as they arrive.

**Trained and Certified First Aid Responder Only:**

* Designate someone to call 911
* Check the area around the patient to ensure you will not be put in danger (e.g., electric wires, falling objects, other hazards).
* When the area is safe, check the patient for responsiveness.
* Conduct a primary assessment (breathing) while checking responsiveness.
* Initiate CPR if necessary.
* Designate a person to direct EMS personnel as they arrive.

##

## Medical Emergencies – Not Involving CPR

**Non-Trained First Aid Responder:**

* Call 911.
* Obtain the services of a trained first aid responder.
* If a known trained first aid responder is immediately available enlist their services and follow their instructions.
* Provide reassurance for the injured person.
* Designate a person to direct EMS personnel as they arrive.

**Trained First Aid Responder Only:**

* Designate someone to call 911 (if necessary).
* Check the area around the patient to ensure you will not be put in danger (e.g., electric wires, falling objects, other hazards).
* Do not move the patient unless absolutely necessary.
* Use universal precautions, such as disposable gloves (and, if needed, disposable masks, face masks, and disposable gowns) to protect both you and the patient.
* Assist the patient needing help to your best ability, i.e., do not go beyond your level of training
* Assess the patient (HAM: History, Allergies, Medications).
* Follow any directions provided by the 911 operator.
* Designate a person to direct EMS personnel as they arrive.
* Provide patient information to the EMS personnel.
* Persons with blood borne pathogens training may use a blood borne pathogens spill kit and proper personal protective equipment (PPE) to cleanup bodily fluids.
* After the emergency responders leave, notify the ERC of the items utilized from the first aid kit so those supplies may be replaced.

## Suspicious Packages

The likelihood of receiving a life threatening package is remote. Unfortunately, however, a small number of life-threatening packages have been discovered over the years throughout the U.S., and they can result in death, injury and/or destruction of property.

Explosives or other life-threatening items can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, suspicious packages have exhibited some unique characteristics that might assist you. To apply these factors, it is important to know the type of mail normally received.

Things to Look for

* Suspicious packages might bear restricted endorsements such as "personal" or "private." This is important when the addressee does not normally receive personal mail at the office.
* The addressee's name and/ title might be inaccurate.
* Suspicious packages or articles might reflect distorted handwriting or the name and address might be prepared with homemade labels or cut-and-paste lettering.
* Suspicious packages or articles might have protruding wires, aluminum foil or oil stains visible, and might emit a peculiar odor.
* Suspicious packages or articles might have an excessive amount of postage.
* Letter bombs might feel rigid or appear uneven or lopsided.
* Suspicious packages or articles might be unprofessionally wrapped with several combinations of tape used to secure the package and might be endorsed "Fragile-Handle With Care" or "Rush-Do Not Delay."
* Suspicious packages or articles might have an irregular shape, soft spots, or bulges.
* Suspicious packages or articles might make a buzzing or ticking noise or sloshing sound.
* Pressure or resistance might be noted when removing contents from an envelope or parcel.

If you discover a suspicious package or letter and are unable to verify the addressee or sender:

* Do not take a chance. Immediately contact the Police/Sherriff’s Department at INSERT PHONE NUMBER or 911.
* Do not move, alter, open, examine, or disturb the article.
* Do not put in water or a confined space such as a desk drawer or filing cabinet.
* If possible, open windows in the immediate area to assist in venting potentially explosive gasses.
* Isolate the suspicious package or article and clear the immediate area until law enforcement arrives.

## Tornado

**Tornado Watch**

Be ready to act quickly if a tornado warning is issued or if you suspect a tornado is approaching. Acting early helps to save lives!

**Tornado Warning**

A tornado has been sighted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property. Go immediately to an interior room (closet, hallway or bathroom).

IDENTIFY PERSONS/TITLES WHO WILL MONITOR WEATHER will monitor the local news or a NOAA Weather Radio to stay informed about tornado watches and warnings for our area. An intra-office alert will be sent once a tornado watch is issued for the local area.

When a tornado warning has been issued, the office will be notified to shelter in place from the ERC.

**If inside a directly impacted building:**

* Proceed to a small, windowless interior room or hallway on the lowest level of a sturdy building.
* If you are trapped in debris, attempt to notify responders of your location.

**If you are caught outdoors:**

* Seek shelter in a basement, shelter, or sturdy building.

**If you cannot quickly walk to a shelter:**

* Immediately get into a vehicle, buckle your seat belt, and try to drive to the closest sturdy shelter.
* If flying debris occurs while you are driving, pull over and park.

**Options as a last resort:**

* Stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible.
* If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands.

## Utility Outages

It is understood that from time to time, the building may experience infrastructure failures that could render the location unsafe, uninhabitable, or unusable. These failures include gas, electric, computer, water, or telephone system failures.

While most of these will not usually cause emergencies within the building or injuries to employees or guests, hazards may be created. Notify an ERM should a failure occur. ERMs will direct all occupants (employees and visitors) to take appropriate action and assist those in need of assistance.

In the event first responders are called to the scene, they will determine whether an emergency exists and the appropriate course of action.

Keep the following tips in mind:

* Tripping and falling hazards may exist due to darkness.
* Persons could be trapped in the elevator.
* There are potential issues resulting from extreme heat or cold.
* In the event of a more serious emergency inability to contact local public safety authorities might exist if telephones are not functional.
* Sanitation concerns.

The ERC will notify appropriate personnel in the event of a power outage. The decision to evacuate the building will be made by the ERC. Depending on the nature of the infrastructure failure, assistance and services may be brought in from other agencies providing mutual aid or specialized contractors.

## Workplace Violence Prevention

A proactive approach to preventing workplace violence has been created by educating employees with knowledge on how to prevent, recognize, react to, and report violent or potentially violent incidents and behaviors.

Joking about violence or making false reports and unsubstantiated allegations about violence will not be tolerated and will be treated as a violation of policy.

Definitions of violence under this policy include:

**Threat:** Express or implied intent to commit violence, hurt, punish, or intimidate an individual or the individual’s family or property.

**Violence:** Exertion of force or aggression with the intent of causing injury or abuse.

**Verbal Violence:** Threats, verbal abuse, or harassment involving unwarranted acts or language designed to threaten, intimidate, or do harm.

**Physical Violence:** Unwelcome physical conduct between two parties, including assault, sexual assault, and property damage caused by vandalism, arson, or terrorism.

**Procedures**

To help prevent workplace violence, it is also the employees’ responsibility to actively participate in protecting themselves and other employees and to report incidents to the proper individuals.

**Emergencies**

Call 911 for immediate assistance in an emergency (assault; direct threat of violence; suicide attempt; or incident involving hostage, weapons or drugs; or any crime in progress).

**Reporting Disruptive Behavior and Violence Concerns**

Employees who witness disruptive behavior or behavior that could result in violence must immediately report the behavior to the ERC, ERL, or ERM.

**Safety Rules for Workplace Violence Prevention**

Employees are expected to adhere to the following safety rules:

* Do not post alarm codes in public areas or share alarm codes with non-employees.
* Immediately report all incidents in the parking lot or areas surrounding the building to the ERC, ERL, or any ERM so they can be documented and law enforcement can be contacted if necessary.
* Immediately report suspicious or disruptive vendors or contractors to the ERC, ERL, or any ERM.
* Avoid walking alone at night or in the early morning hours.
* Avoid poorly lit streets, alleys, or parking lots, when entering or leaving buildings.
* Avoid areas of concealment such as shrubs, trees, and recessed building entrances.
* Be alert to your surroundings and don’t be overconfident.
* If someone is following you, create a disturbance and run toward an open building.
* Attackers expect passive victims, so walk with a steady pace, appear purposeful, and project confidence.
* If you must work alone late at night or on the weekends be sure someone knows where you are and when you are expected to return.
* When leaving the building, look around the area outside before exiting the building.
* Depart the building with another employee when possible.
* Always lock your car doors, even while you are inside your vehicle.
* Park your vehicle in a well-lit area.
* Park your vehicle close to the building during early morning or evening hours.
* Before entering your vehicle, check the back seat and around the vehicle for anything unusual.
* Have your keys in your hand as you approach your vehicle so that you do not have to search for them.
* Avoid wearing expensive jewelry, and keep your valuables secure when not in use.
* If you are being followed while driving, go to a police station or a well-lit, highly populated area.
* If you are approached by a homeless person, do not give him or her money.

**Appendix A**

**Emergency Management Team Member List**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NAME | POSITION | DEPARTMENT | OFFICE PHONE | CELL PHONE | EMAIL |
|  | ERC |  |  |  |  |
|  | ERL |  |  |  |  |
|  | ERL |  |  |  |  |
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|  | ERM |  |  |  |  |
|  | ERM |  |  |  |  |
|  | Facilities |  |  |  |  |
|  | Facilities |  |  |  |  |
|  | Facilities |  |  |  |  |
|  | Facilities |  |  |  |  |

**Appendix B:**

**Bomb Threat Checklist**

|  |  |  |  |
| --- | --- | --- | --- |
| **Signature:** |  | **Phone number/extension:** |  |

|  |
| --- |
| **REMAIN CALM: DO NOT EXCITE OTHERS** |
| **Call received**: | \_\_\_\_:\_\_\_\_ | [ ]  a.m. | [ ]  p.m. | **Call ended**: | \_\_\_\_:\_\_\_\_ | [ ]  a.m. | [ ] p.m. |
| **Line call came in on**: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Caller ID**? | [ ]  Yes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | [ ]  No |
| **Exact words of caller: (Attempt to prolong the call by asking him/her to repeat the threat.)** |
| **Questions to ask the caller:** |
| 1 | When will the device detonate or activate? |
| 2 | Where is the device located? |
| 3 | What kind of device is it? |
| 4 | What does the device look like? |
| **Voice Description** |
| [ ]  Male[ ]  Female | [ ]  Young[ ]  Middle-aged[ ]  Old | [ ]  Calm[ ]  Nervous[ ]  Refined[ ]  Rough | Accent?[ ]  Yes [ ]  NoDescribe: \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Speech impediment?[ ]  Yes [ ]  No Describe: \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| *Did you recognize the voice? Who?* |
| *Did caller have knowledge of building? How?* |
| *Unusual phrases*: |
| **Background Noise:** |
| [ ]  **Aircraft**[ ]  **Music**[ ]  **Traffic** | [ ]  **Horns**[ ]  **Machinery**[ ]  **Motor** | [ ]  **Whistle**[ ]  **Bells**[ ]  **Tape recorder** | [ ]  **Radio**[ ]  **Other \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Appendix C**

**Public Safety Authority Contact Information**

In an emergency dial **911** for fire, police, or ambulance

Other non-emergency numbers include:

|  |  |
| --- | --- |
| Fire Non-Emergency |  |
| Sheriff (non-emergency) |  |
| Police (non-emergency) |  |
| UTILITY COMPANY emergency and customer service |  |
| UTILITY COMPANY power outage |  |
| California Highway Patrol info/non-emergency | (800) TELL CHP |
| National Weather Service | (415) 936-1212 |
| Suicide Prevention Hotline | (916) 645-8866 |
| Facilities/Building Manager |  |
| Water |  |
| Telephone Company |  |

**Appendix D**

**Primary Assembly Area**

INSERT MAP