

Signal Member Name/Logo	Version Number	Issue Date
Emergency Preparedness and Response Plan	#	#

**List of Amendments**

Version #	Issue Date	Topic	Created By
1	TBD	*New Issue	Signal Management Services

## Table of Contents:

### 1.0 General

- 1.1 Purpose
- 1.2 Company Representative(s) Responsible for Plan
- 1.3 Scope
- 1.4 Alarm Systems
- 1.5 Evacuation Training
- 1.6 Fire Extinguisher Protection

### 2.0 Emergency Preparedness and Response Plans – Planning for Workplace Emergencies

### 3.0 Managing Workplace Emergencies – The Incident-Management System

- 3.1 An Incident-Management System for our Workplace
- 3.2 Involving Employees in the Planning Process
- 3.3 Identify Emergencies that Could Affect the Workplace
- 3.4 The Chain of Command and Responsibilities of Management
- 3.5 The Responsibilities of the Emergency Scene Commander
- 3.6 The Role of the Emergency Scene Coordinators
- 3.7 Policy and Procedures for Responding to Emergencies
- 3.8 The Procedures
- 3.9 Recordkeeping
- 3.10 Other Critical Information

### 4.0 Planning Considerations – Accounting for Employees after an Evacuation

- 4.1 Alerting Employees to an Emergency
- 4.2 Conducting Employee Rescues
- 4.3 Coordinating with Multi-Employer Workplaces
- 4.4 Quick-Response Teams
- 4.5 Training Employees about Emergencies and Evacuations
- 4.6 Evacuation Exits
- 4.7 Exit Routes
- 4.8 Workplace Exit Routes
- 4.9 General Requirements for Exits
- 4.10 Safety Features for Exit Routes
- 4.11 Design and Construction Requirements
- 4.12 Providing Medical Assistance and First Aid
- 4.13 Recording Critical Employee Information
- 4.14 Reporting Fire and Other Emergencies
- 4.15 Selecting and Using Personal Protective Equipment

### 5.0 Types of Emergencies

- 5.1 Evacuation
- 5.2 Medical
- 5.3 Serious Injury or Fatality (SIF)
- 5.4 Fire
- 5.5 Explosion
- 5.6 Hazardous-Substance Release
- 5.7 Man Overboard
- 5.8 Confined and Enclosed Space Operations
- 5.9 Transportation Incidents (motor vehicle, railroad, watercraft, aircraft, etc.)
- 5.10 Utility Failures
- 5.11 Weather-Related Event
- 5.12 Wind Events (Hurricanes, tornados, cyclones, high winds)
- 5.13 Extreme Temperatures (Heat and Cold)
- 5.14 Lightning Strikes
- 5.15 Earthquake
- 5.16 Protests and Civil Unrest/Riots
- 5.17 Suspicious Persons/Packages
- 5.18 Threats of Violence
- 5.19 Workplace Violence
- 5.20 Active Shooter
- 5.21 Missing Person
- 5.22 Robbery
- 5.23 Bomb Threats
- 5.24 Terrorism
- 5.25 Hostage
- 5.26 Cyber Attack
- 5.27 Other event scenario examples

## 6.0 Appendix

Emergency Preparedness and Response Plan Posted Sign Template

Emergency Contact List

Incident Severity Matrix Example

Serious Incident Announcement

Bomb Threat Phone Report

FEMA Hurricane Emergency Supply List

Sample Hurricane Tracking Chart

Facility Maps - (Site-Specific Maps to be included for Member locations)

Provide maps w/ Legend for all organization locations. Consider including locations of all medical, firefighting, spill response, recovery equipment, etc.

## **Signal Member Name**

### Company Policy for **Emergency Preparedness and Response Plan**

#### **Section 1.0 General**

##### **1.1 Purpose**

**[Signal Member Name]** has implemented the following policy for the safety and well-being of all persons on **[Signal Member Name]** facility(s) and associated property(s) against emergencies in the workplace from OSHA regulation §1910.38 – *Emergency Preparedness and Response Plans*. **[Signal Member Name]**, throughout all of its operations, operating units, and subsidiaries, will conduct its business in a manner that safeguards and promotes:

- The health, safety, and security of our employees, contractors, visitors, and neighbors;
- The integrity of the environment;
- The value of our business, property, and other assets; and
- The company’s reputation as a socially responsible and responsive company

**[Signal Member Name]** will be prepared to respond quickly and effectively to manage any emergency or incident. The goal will be to mitigate an incident as rapidly as possible to minimize the impact to people, property, the environment, and the company’s reputation.

**[Signal Member Name]** will have an Emergency Preparedness and Response Plan whenever an OSHA standard requires one. Emergency Action Plans (EAP) for smaller organizations do not need to be written and may be communicated orally if there are 10 or fewer employees [29 CFR 1910.38(b)]. Large organizations may require additional needs specific to the size and scope of the organization’s identified hazards. [29 CFR 1910.38(a)]. If you are covered by a state OSHA plan you may need to contact your local state OSHA office.

##### **1.2 Company Representative(s) Responsible for Plan**

The right team must be established to ensure the effectiveness, training, and accountability of the Plan.

The Plan Owner is the **[Signal Member Name]** representative who has the authority, knowledge, and support to implement proposed plans and is ultimately responsible for developing, executing and periodically reviewing this Emergency Preparedness and Response Plan.

The Planning Team is a variety of representatives from across the organization with differing backgrounds, titles, and experiences that provide institutional knowledge of emergency preparedness and response protocols.

**[Signal Member Name]** has designated the **[Example: Safety Dept., General Manager]** as the Plan Owner for the Emergency Preparedness and Response Plan.

The following additional person(s) can be contacted regarding this plan:

<b>Name</b>	<b>Title</b>	<b>Office</b>	<b>Cell</b>
Examples:	General Manager		
	HSE Manager		
	Operations Manager		
	Project Manager		
	Superintendent		
	HSE Coordinator		

The **[Position/Title]** shall maintain a copy of the Emergency Preparedness and Response Plan in writing,

posted in the workplace, and available to employees for review.

The plan is to be reviewed annually for updates. The plan shall be updated if any items change such as employee responsibilities, facility locations and modifications, evacuation plans and local regulations.

## 1.3 Scope

To assure a consistent and effective company response, **[Signal Member Name]** will be prepared to manage an emergency or incident as follows:

- The **[Safety Dept.]** will ensure that all employees are informed and trained in the following [minimum requirements](#) for Emergency Preparedness and Response Plans:
  - Facilities/vessels will maintain appropriate emergency action and response plans, meeting applicable regulatory requirements (i.e. Vessel Response Plans and Emergency Response Plans). These plans will utilize a comprehensive planning process, which addresses response procedures and resources for all reasonably anticipated emergencies.
  - To be prepared to manage impacts to the business as well as establish and support a local response using an Incident Management Team and System for onsite response management.
  - To initiate and be supported by company SLT to participate in the emergency management plan to manage the impacts to the corporation.
  - Preferred ways of reporting an emergency and additional emergency contact information.
  - Procedures for emergency evacuation for all areas of work, including the type of evacuation and exit route assignments.
  - Safe assembly areas designated for all work areas in the event of an evacuation.
  - Alarm system instructions as well as testing protocols.
  - Procedures to be followed by employees who remain to operate critical plant operations before they evacuate.
  - Procedures to account for all employees after evacuation.
  - Procedures to be followed by employees performing rescue or medical duties.
  - The members in the chain of command who may be contacted by employees who need more information about the Plan or for an explanation of their duties under the Plan.
  - To be responsible for developing and maintaining this emergency procedure.

## 1.4 Alarm Systems

**[Signal Member Name]** will have and maintain an employee alarm system. The employee alarm system will use a distinctive signal for each purpose.

Testing and Alerting: The workforce shall have a familiarity of alarms both visually and/or audibly, and user knowledge of alerting/reporting systems.

- The facility **[air horn]** shall serve as the general evacuation alarm. In the event of an emergency, employees will be notified by a **[continuously and repeated blasts will be repeated several times]**.
- Verbal notification from the **[Company Supervisor or HSE department]** personnel. Communications may be delivered through the following delivery methods: in person, over the radio, through phone calls, or over a PA system.
- The Fire Preventer/Watch or Attendant by sounding **[long, continuous blast on the hand-held air horn]**.
- Vessel alarm systems, such as a General Alarm/Ships whistle sounding a **[continuous blast of at least ten seconds]**.
- Upon observing or becoming aware of an emergency, Fire Preventers/Watch and Attendants shall

summon for evacuation and response by sounding *[continuous, repeated blasts on hand-held air horns]*.

## 1.5 Evacuation Training

*[Signal Member Name]* will designate and train employees to assist in a safe and orderly evacuation of other employees.

The *[Safety Dept.]* will review the Emergency Preparedness and Response Plan with each employee covered by the plan when:

- Each Plan is developed, or an employee is initially assigned to a job.
- The employee's responsibilities under the Plan change.
- Any element of the Plan is changed.

## 1.6 Fire Extinguisher Protection

All fire extinguishers will be inspected monthly by the *[Safety Dept.]*; this inspection will be recorded and documented with the required annual maintenance check. Records of inspection will be kept on file in the office.

- The *[Safety Dept.]* will ensure that all employees are trained in the proper operation of all types of fire extinguishers provided by the company and available at the facility.
- Fire Protection/Prevention training will be required on initial hiring and annually thereafter.
- All employees will be trained in the hazards involved in incipient-stage firefighting. Employees are instructed to ensure the *[local EMS (Fire Department)]* is notified before attempting to extinguish any fire, and that if a fire is not immediately extinguished, or the fire recurs to evacuate immediately.
- The *[HSE Manager]* shall ensure adequate extinguishers are placed at the following locations:
  - Within twenty-five (25) feet of all hot work operations
  - In designated fabrication shops or yard areas.
  - At strategic locations throughout all buildings, office trailers, etc.
- The *[HSE Manager]* shall ensure clear access is maintained to all fire extinguishers at all times.
- The *[HSE Manager]* shall coordinate periodic site (facility/vessel/shop/etc.) visits or meetings with the local fire response authority.

## 2.0 Emergency Preparedness and Response Plans – Planning for Workplace Emergencies

Workplace emergencies can happen at any time and prudence dictates that response procedures must be planned and prepared for in advance. Because it is hard to think clearly during an emergency, it is essential to plan our response.

Emergency planning is the first step, and it can be challenging even if the workplace only has a few employees. Determinations must be made as to what emergencies could affect our workplace, who will lead and make decisions during an emergency, and what procedures will ensure that employees respond appropriately. These elements are the foundation of our workplace Emergency Plan.

Emergency planning may not prevent emergencies, but it can protect lives, equipment, and property over the long term. The following information in this Section describes how *[Signal Member Name]* plans for workplace emergencies so that you and your coworkers respond appropriately when an unlikely event happens.

## 3.0 Managing Workplace Emergencies – The Incident-Management System

Much can be learned about planning for workplace emergencies from professional emergency responders. When someone calls 911 to report an emergency, he or she connects with a local network

of fire, police, and other emergency service professionals who will respond as efficiently as possible. This network is part of a larger incident-management system that can respond to an emergency and accomplish the following:

- Identify, locate, and determine the extent of the emergency.
- Determine the resources necessary to manage and control the emergency.
- Coordinate command-and-control responsibilities between police and fire departments, hospitals and other medical service providers, government agencies, and on-site responders.
- Establish and maintain communication between on-scene emergency responders and other emergency service providers.
- Provide for the safety of victims.

### **3.1 An Incident-Management System for our Workplace**

With thoughtful planning, a small-scale version of the incident management system used by professional responders can be created. Our workplace will be ready to respond to any emergency – from a heart attack to an earthquake – and manage it in the most effective, efficient way possible. The essential parts of this system are our employees, our Emergency Preparedness and Response Plan, communication and emergency-response equipment, and our workplace.

The goal is for our Emergency Plan to ensure the well-being of everyone at our workplace. This is accomplished by involving employees in the ongoing planning processes, identifying emergencies that could affect our workplace, maintaining an emergency chain of command, and developing emergency response policies and procedures.

### **3.2 Involving Employees in the Planning Process**

Perhaps the most important element of emergency planning is getting employees involved in the planning process; when employees participate, they will take the Plan seriously and be more likely to respond appropriately during an emergency. From the start, they should be aware that the purpose of the plan is to ensure their safety.

- Employees will review the Plan to ensure that they know the procedures to follow to respond safely in an emergency. Each employee will have a copy of the plan or know where to obtain one.
- Employees are encouraged to report workplace hazards and unsafe work practices that could contribute to an emergency.

### **3.3 Identify Emergencies that Could Affect the Workplace**

Identify any external threats (outside our workplace) that could endanger employees or the public and any internal threats within our workplace that could cause an emergency. What jeopardizes the organization, facility, employees, and visitors/guests/contractors/others should all be considered in this risk assessment.

A risk assessment is a thorough look at your workplace to identify those events, situations, processes, etc. that may cause harm, particularly to people. After identification is made, analyze and evaluate how likely and severe the risk is. When this determination is made, next decide what measures should be in place to effectively eliminate or control the harm from happening.

**Examples include the following:**

- Earthquake: *external*
- Explosion: *external or internal*
- Fire: *external or internal*
- Hazardous-substance release: *external or internal*
- Medical: *internal*
- Weather-related event (hurricane, tornado, blizzard, etc.): *external*

- Threat of violence: *external or internal*

Electrical, heating and cooling, and telecommunication-system failures can disrupt workplace activities and contribute to emergencies. Human error also contributes to many workplace emergencies; employees will be trained to do their jobs safely.

Educate the workforce to maintain awareness of potential threats and emergencies that may affect [Signal Member Name] by monitoring local/national resources for potential updates and news. Information outlets may include:

- Weather channels and apps, news outlets, social media, internal company messages/updates/alerts
- Be sure to maintain situational awareness of your surroundings at all times and report suspicious activities or events to [Company-specific emergency reporting number].

Preserve facility protection by monitoring and maintaining physical access points – perimeter fences, security gates, waterfront access, specially authorized access levels, turnstiles, exterior and interior doors, and designated areas.

Establish and maintain facility security, which may include stationed and roving security patrols, the use of surveillance cameras, badge readers, and security scanners.

### **3.4 The Chain of Command & the Responsibilities of Management**

The chain of command links one person with overall responsibility for managing an emergency to others responsible for carrying out specific emergency response tasks. A chain of command establishes who is in charge and ensures that everyone in the chain responds to emergencies in an organized way.

At the top of the chain is the Emergency Scene Commander, a trained employee who has overall responsibility for managing emergencies.

Just below the Emergency Scene Commander are the volunteer Emergency Scene Coordinators.

In an organization that has multiple buildings or workplaces, the chain of command might also include a facility manager, an emergency director, and other management units.

At many small-to-medium-sized workplaces, the chain of command consists of an emergency scene commander and one or two volunteer emergency scene coordinators.

Listed below are examples of varying levels of responsibility for organizations depending on their structure:

#### **3.4.1 Senior Leadership is responsible for:**

- Providing management commitment, direction, and resources for the implementation of this Emergency Management Procedure.
- Participating in the event of activation or drills.

#### **3.4.2 Operating Company Management is responsible for:**

- Identifying all reasonably anticipated events that could impact the people, property, operations, and/or environment for each facility.
- Developing and maintaining appropriate EAP, Response, and Vessel Response Plans consistent with regulatory requirements and company policies.
- Establishing and supporting a local response and Incident Management Team.
- Based on worst-case scenarios, determine the need for trained personnel and the resources necessary to respond to the events identified.
- Immediately responding to emergencies and incidents affecting their facilities/vessels.
- Acting as or designating Incident Commanders and staff as necessary to manage all aspects of emergency response.



- Notifying applicable parties through the designated chain of command notifications and incident reporting system/process.
- Ensuring those personnel on the emergency response team or with plan-specific responsibilities under the action plan are trained.
- Planning for conducting and participating in emergency response exercises to evaluate the readiness of plans, personnel, and resources, and to review the performance and execution of the EAP after each event in which it is utilized.
- Maintaining facility-specific EAPs as controlled documents and maintaining a record of investigation documents, witness statements, and photographs, as per the company retention policy and guidelines.
- Contact the corporate communications contact in the event of a media or public inquiry as a result of an incident in accordance with the company media policy.

### **3.4.3 Safety, Security, Quality, and Environmental Management are responsible for:**

- Ensuring through contract emergency response services and support, including planning, training, exercise assistance and multimedia assistance, as well as a multi-disciplined response team or professionals are available.
- Ensuring a 24-hour notification line is established and notifies the appropriate corporate departments and services as specified.

### **3.4.4 Legal is responsible for:**

- Providing advice and assistance to the business unit during an incident in order to protect the company's rights and interests in the event of any non-insured litigation or other legal proceedings that may arise from an incident.

### **3.4.5 Company Media/Communications Management are responsible for:**

- Assist with the management and response to any media inquiries stemming from an incident and will be responsible for the coordination of any and all appropriate communications (externally and internally) regarding the incident and response.

### **3.4.6 Risk Management is responsible for:**

- Provide loss mitigation advice and support to the business unit before, during, and after an incident.
- Handle all insurance-related claims and litigation that arise from an incident.

### **3.4.7 Labor Relations are responsible for:**

- Provide assistance and support to business units with incidents involving personnel working under Collective Bargaining Agreements.

## ***3.5 The Responsibilities of the Emergency Scene Commander***

The Emergency Scene Commander has overall command of a workplace emergency, including the following responsibilities:

- Assessing incidents to determine if it is necessary to order emergency response.
- Determining if an evacuation is necessary and managing an evacuation.
- Supervising Emergency Scene Coordinators' activities during an emergency.
- Directing shutdown of critical workplace equipment or operations.
- Coordinating the activities of professional responders such as ambulance, police, and fire departments.
- Notify Regulatory Agencies (OSHA, EPA, USCG, applicable state agencies etc.) where applicable to file an initial report.

The Emergency Scene Commander will be an employee who has experience managing others, assessing complex events, and making effective decisions under difficult circumstances.

For an *example* of assigned Responsibilities, see below:

[Emergency Scene Commander/Business Unit Management] will:

- Assess all incidents for severity following the [example] Incident Severity Matrix described in [Appendix Example 1].
- Within six (6) hours of assessing an incident as a serious incident, report the incident through the incident hotline.
- Within 48 hours of issuing a serious incident notification:
  - Coordinate with the Business Unit/Media Coordinator/Legal Counsel prior to issuing an announcement. Issue a Serious Incident Announcement as outlined in [Appendix Example 2].
- All incidents not meeting the criteria of a serious incident [*adapted to your company-specific criteria*] are to be managed according to procedures corresponding to [**Signal Member Name**] policy.
  - Maintain the reporting procedure, notification roster, incident announcement template, distribution lists, and incident hotline services.
  - Liaise with incident hotline dispatchers.
  - Upon request from Business Unit/SLT for assistance, contact the business unit designated representative and obtain an event debrief including response requirements.
- Senior Leadership Team (SLT) will:
  - Provide guidance and support as it relates to incident response efforts, as needed.
  - Contact the Emergency Management Team Leader to request assistance when the incident exceeds the capabilities/resources of the responding [**Signal Member Name**] team.

### **3.6 The Role of the Emergency Scene Coordinators**

Emergency Scene Coordinators are responsible for coordinating other employees' activities during an emergency (guiding them to appropriate exits and safe areas during an evacuation, for example) and for other emergency-response tasks for which they have volunteered and been properly trained.

Generally, each coordinator will be responsible for no more than 20 employees within a designated work area. Emergency Scene Coordinators must know how to respond to all emergencies identified in our Emergency Plan, the evacuation procedures for the particular workplace, and how to use emergency communication equipment. They will also know CPR, first aid, and how to respond to threats of violence. Their primary responsibilities include the following:

- Evacuation and accounting for all personnel in an emergency.
- Checking rooms and other enclosed spaces for employees who may be trapped or unable to evacuate during an emergency.
- Knowing who may need assistance during an evacuation and how to assist them.
- Coordinating the emergency activities of employees through the planned responses when safe to do so; such as conducting search and rescue operations, securing power/utilities, controlling hazardous chemical spills/releases, manning fire pumps/sprinkler control valves to assure proper operations and preventing premature shut-off, protecting property from further damage by removal or physical protection, closing all doors to minimize the spread of fire, initiating clean up and salvage operations, conducting post-emergency evaluations and critique, and filing written reports to regulatory agencies where applicable.
- Ensuring that employees understand how to respond to workplace emergencies.
- Knowing the workplace layout, appropriate escape routes, and areas that employees must not enter during an evacuation.
- Verifying that employees are in designated safe areas after an evacuation.

The established chain of command minimizes confusion during an emergency. An effective chain of

command helps ensure that responders manage an emergency in the most efficient way possible.

### **3.7 Policy and Procedures for Responding to Emergencies**

All employees, contractors, and visitors have the authority and responsibility to report emergencies, threats, concerns, and dangerous situations to supervision.

The following example Company Policy states the purpose of the Emergency Preparedness and Response Plan and emphasizes that **[Signal Member Name]** is committed to ensuring the safety of employees and others at our workplace during an emergency.

*"It is the policy of **[Signal Member Name]** to protect employees from physical harm, harassment, and intimidation. To provide a safe working environment for all employees, **[Signal Member Name]** is committed to establishing an effective Emergency Plan. The Plan is based on an "Incident Management System" (IMS) that consists of volunteer employees trained to respond to any workplace emergency. The system is modeled on the IMS system used by fire, police, and emergency medical service responders. It provides for overall command and control of any emergency incident. It improves communication between IMS personnel and the fire, police, and medical personnel who respond to a call for help. It also provides appropriate emergency assistance during the first few minutes it takes for emergency responders to arrive."*

### **3.8 The Procedures**

Procedures are instructions for accomplishing specific tasks. Emergency procedures are important because they tell employees, contractors, and visitors exactly what to do to ensure their safety during an emergency to accomplish each of the following tasks:

- Report emergencies to local fire and police departments.
- Inform the emergency chain of command of an emergency.
- Assemble the Emergency Response Team to assess the emergency and implement the appropriate Response Plan.
- Warn employees about an emergency.
- Conduct an orderly, efficient workplace evacuation.
- Assist employees with disabilities or injuries during an evacuation.
- Shut down critical equipment (such as ventilation, power, or utilities), have trained employees operate fire extinguishers or water hoses (if applicable) and perform other essential services (such as controlling hazardous spills/releases or closing fire doors) manning during an evacuation.
- Account for all employees at a designated safe area after an evacuation.
- Perform search and rescue or first aid that may be necessary during an emergency.

#### **3.8.1 Information to Provide to Emergency Services:**

- Caller identification and contact information:
- Specific location of emergency:
- Description of event/Type of emergency (fire, injury, spill, etc.):
- Physical status/description of person(s) directly involved/affected:
- Number of potential victims at the location:
- Known facts about the incident (example: hazardous materials involved)

#### **3.8.2 How to Respond to Emergency Services Arrival**

What to Look For:

- May arrive in Teams

- Will be wearing uniforms and/or have placarded emergency response vehicles
- May be carrying life-saving equipment and/or may be armed
- May be shouting commands or instructions

#### How to React:

- Consider providing an escort and clear path from the facility entrance to the scene when/if practicable.
- Remain calm
- Do not have anything in your hands
- Remain visible, keeping a non-threatening body posture
- Avoid quick movements, including pointing or yelling
- Follow all instructions given by the responding emergency services

#### Response Times (typical) from Emergency Services:

- Fire:
- Paramedics:
- Police:
- HAZMAT Response:

### **3.9 Recordkeeping**

Maintain storage of pertinent training records, forms, and incident reports.

Retain investigation documents, witness statements, and photographs as outlined in the company policy retention schedule. These records must be cataloged for easy retrieval, where they are maintained electronically or in print.

### **3.10 Other Critical Information**

The facility [*Emergency Scene Commander/General Manager/HSE Manager*] shall determine appropriate internal or external response measures and implement the response plan accordingly.

In the event the [*Emergency Scene Commander/GM/HSE Manager*] is unavailable, the duties shall be transferred through the chain of command as follows:

- Operations Manager – Project Manager – Superintendent – HSE Coordinator

The following are included in our Company procedures:

- The names of the Emergency Scene Commander, the Emergency Scene Coordinators, and others responsible for carrying out the plan, and how to contact them during an emergency.
- The name of the person who has the authority to order a workplace evacuation. This is typically the Emergency Scene Commander (who may be the General Manager or the HSE Manager).
- The names and phone numbers of those who understand the Emergency Plan and will inform others about it (typically the Emergency Scene Commander and the Emergency Scene Coordinators).

### **4.0 Planning Considerations – Accounting for Employees after an Evacuation**

Accountability of personnel is essential in an emergency event. Each facility or work site may have different accountability methods.

A designated meeting area a safe distance away from the emergency site will be identified in advance to ensure that employees know they must meet there after they evacuate the workplace. The Emergency Scene Coordinator should take a “Roll-Call” to identify employees not present. A determination will need to be made as to what information or assistance employees may need if they cannot return to the workplace after an evacuation.

## **4.1 Alerting Employees to an Emergency**

The Company may use a public-address system, portable radios, an alarm, an air horn, or any other means that will reach and warn all employees. Alarms will be distinctive, recognizable by all employees, and have a backup power supply in case the primary power fails. Alarms that employees can hear and see may be needed.

## **4.2 Conducting Employee Rescues**

It takes more than good intentions to save lives. Would-be rescuers can endanger themselves and those they are trying to rescue. During most emergencies, leave rescue work to professional responders who are appropriately trained and equipped. The exceptions would be during a catastrophe, such as a severe earthquake, that could delay professional emergency responders for hours or days. Also, jobs such as handling hazardous substances or working in confined spaces could result in emergencies for which fire or police departments are not trained. We will need to find out what kind of emergencies local responders are trained and equipped to respond to. If they are unable to respond to emergencies unique to our workplace, our employees must be trained and able to respond promptly.

## **4.3 Coordinating with Multi-Employer Workplaces**

If we happen to share a facility, building, or worksite with other employers, we will consider working with them to develop, if feasible, a facility-wide Emergency Plan. If a facility-wide plan is not feasible, we will ensure that our plan does not conflict with the plans of the other employers in the facility.

## **4.4 Quick-Response Teams**

A quick-response team consists of volunteer employees trained to handle workplace incidents that require immediate action, such as medical emergencies, threatening or violent people, and hazardous substance releases. The following considerations are relevant to quick-response teams:

- Types of incidents that require immediate action.
- Roles and responsibilities of team members.
- Communication and response procedures for the team.

## **4.5 Training Employees about Emergencies and Evacuations**

Emergency preparedness training gives employees the skills to properly react to emergency situations to better protect personnel, the facility, and the organization. All personnel shall be trained on emergency reporting, evacuation, and muster procedures as part of their initial orientation. All employees must understand the following elements of the Emergency Plan:

- The roles of the Emergency Scene Commander and Coordinators.
- How to respond to threats and intimidation.
- The method(s) for warning employees of emergencies.
- The method and protocols for contacting employees' next of kin after an emergency.
- The procedure for summoning emergency responders.
- The location of safe meeting areas.
- How to respond to an emergency and to an order to evacuate.

New employees will be trained about the Emergency Plan when they are first hired and all employees will be informed about any changes to the plan.

Emergency Scene Coordinators will be trained in first aid, CPR, bloodborne-pathogen protection, and how to use rescue equipment.

Regular training drills will be scheduled so that employees can practice how to assist others until emergency responders arrive. Life-threatening emergencies can happen fast and you may be able to save

a life by taking simple actions immediately.

Outside fire and police departments will be included in the drills when possible. The effectiveness of each drill will be evaluated and activities that need strengthening will be identified. The results will be shared with all employees.

When a workplace emergency requires an evacuation, all employees must know to leave, what emergency exits to take, and where to meet. Employees may also need to know how to shut down critical equipment during an evacuation.

Customers, contractors, and other third parties performing work within the facility are required to attend the **[Signal Member Name]** Safety Induction and shall receive training on emergency reporting and procedures.

In the event of an emergency alarm or evacuation order, all company and third-party Supervisors should traditionally respond by:

- Halting operations
- Evacuating personnel to designated Muster Station
- Upon arriving at the Muster Station, personnel shall report to their supervisor for headcount. Await further instructions from emergency response personnel or management and do not leave the Muster Station until instructed to do so.
  - The primary Muster Station for the evacuation of the facility is *[across the street from the main facility entrance and out of the way of approaching traffic and emergency services]*.
  - The primary Muster Station for the evacuation of a building is *[outside of the main entrance across the parking lot in the grassy area]*.
  - The primary Muster Station for the evacuation of a vessel is *[off of the vessel by the bow or stern, and out of the way of responding emergency services]*.
  - Additional and secondary designated Muster Stations for each facility are posted within the facility.
- Report any missing or injured person(s) to emergency responders/incident command
- As per the **[Signal Member Name]** Media Policy, personnel are not authorized to make statements to the public or the media without prior consent from management.
- Supervisors shall organize rescue activities only as directed by facility management.

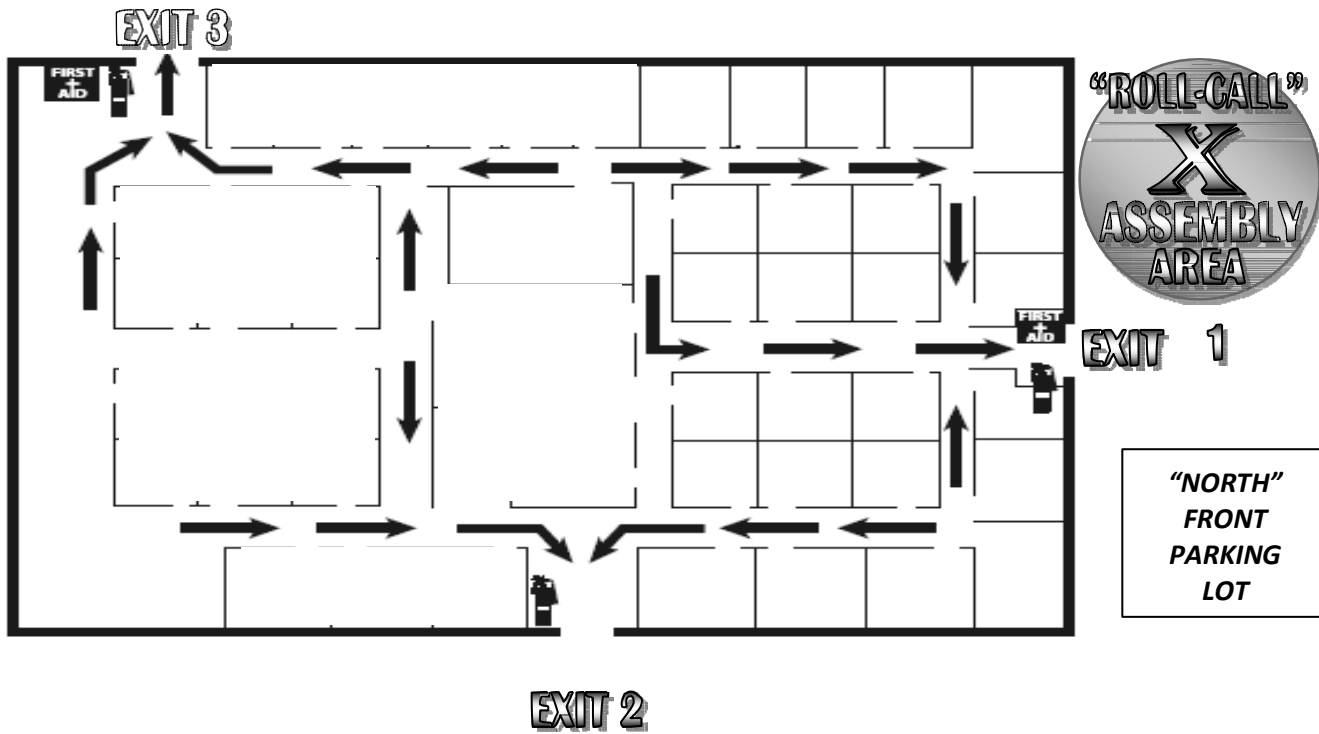
#### **4.6 Evacuation Exits**

Our workplaces will have a primary evacuation exit and an alternate exit. Diagrams will be posted that show the evacuation routes and the exits where all employees will see them. The exits and exit routes will be identified. Characteristics of exits include:

- They are clearly marked, well-lit, and visible under emergency conditions.
- They are wide enough to accommodate employees during an evacuation.
- They are unobstructed and clear of debris at all times.
- They are unlikely to expose employees to other hazards.

An essential part of our Emergency Plan is an evacuation diagram – a floor plan of the facility or workplace that shows evacuation exits and describes the emergency evacuation procedure. Mark the exit routes and the “Roll-Call” assembly area on the diagram so that they are easy to see, for example:

**[Signal Member Name] Main Office & Shop Example**



**[Signal Member Name] Vessel Evacuation Route Example**

[Insert example here]

**4.7 Exit Routes**

How would you escape from your workplace in an emergency? Do you know where all the exits are in case your first choice is too crowded? Are you sure the doors will be unlocked and that the exit access behind them will not be blocked during a fire, explosion, or other crisis? Knowing the answers to these questions could keep you safe during an emergency.

**4.8 Workplace Exit Routes**

Usually, a workplace must have at least two exit routes for prompt evacuation. But more than two exits are required if the number of employees, size of the building, or arrangement of the workplace will not allow a safe evacuation. Exit routes must be located as far away as practical from each other in case one is blocked by fire or smoke.

**4.9 General Requirements for Exits**

- Exits must be separated from the workplace by fire-resistant materials – that is, a one-hour fire-resistance rating if the exit connects three or fewer stories, and a two-hour fire-resistance rating if the exit connects more than three floors.
- Exits can have only those openings necessary to allow access to the exit from occupied areas of the workplace or to the exit discharge. Openings must be protected by a self-closing, approved fire door that remains closed or automatically closes in an emergency.
- Always keep the line-of-sight to exit signs clearly visible.
- Install “EXIT” signs using plainly legible letters.

**4.10 Safety Features for Exit Routes**

- Keep exit routes free of explosives or highly flammable materials, equipment, or other obstructions.
- Exit routes will be arranged so that employees will not have to travel toward a high-hazard area unless the path of travel is effectively shielded from the high-hazard area.
- Ensure that exit routes are free and unobstructed by materials, equipment, locked doors, or dead-end corridors.
- Provide lighting for exit routes adequate for employees with normal vision.
- Keep exit route doors free of decorations or signs that obscure the visibility of exit route doors.
- Post signs along the exit access indicating the direction of travel to the nearest exit and exit discharge if that direction is not immediately apparent.
- Mark doors or passages along an exit access that could be mistaken for an exit with “Not an Exit” or with a sign identifying its use (such as “Closet”).
- Maintain exit routes during construction, repairs, or alterations.

#### **4.11 Design and Construction Requirements**

- Exit routes must be permanent parts of the workplace.
- Exit discharges must lead directly outside or to a street, walkway, refuge area, public way, or open space with access to the outside.
- Exit discharge areas must be large enough to accommodate people likely to use the exit route.
- Exit route doors must unlock from the inside. They must be free of devices or alarms that could restrict use of the exit route if the device or alarm fails.
- Exit routes can be connected to rooms only by side-hinged doors that swing out in the direction of travel if the room may be occupied by more than 50 people.
- Exit routes must support the maximum permitted occupant load for each floor served, and the capacity of an exit route may not decrease in the direction of exit route travel to the exit discharge.
- Exit routes must have ceilings at least 7 ft., 6 in. high. An exit access must be at least 28 inches wide at all points.

#### **4.12 Providing Medical Assistance and First Aid**

If there is not a nearby emergency clinic or hospital that will admit victims of emergencies from our workplace, then Emergency Scene Coordinators will ensure that some members of on-site personnel have appropriate first-aid training and supplies.

#### **4.13 Recording Critical Employee Information**

After a medical emergency, an employee may be unable to contact next of kin or other relatives. Supervisors will have access to employees’ home telephone numbers, the names and telephone numbers of family members they want you to contact, physician names and phone numbers, and information employees have given about their medical conditions or medications. This information will be kept with employees’ permanent employment records and updated annually.

#### **4.14 Reporting Fire and Other Emergencies**

The [Emergency Scene Commander] shall arrange for internal or external emergency responses for each facility. A listing of emergency response contacts can be found in the Appendix: Emergency Contact Numbers and Information. The [Emergency Scene Commander] shall periodically verify the list is maintained with current information.

Our Emergency Plan has a procedure for reporting fires and other emergencies to professional responders. Report all fires by calling [911 or other applicable contact number]. Fires are generally not



reported to fire departments by fire alarms; most fire alarms warn only building occupants. The Emergency Scene Commander will stay in a safe location to oversee and relay relevant information to professional emergency responders.

#### **4.15 Selecting and Using Personal Protective Equipment**

Personal protective equipment includes clothing and equipment that protects emergency responders against specific hazards. Examples include work gloves, goggles, hard hats, and respirators.

Properly used, personal protective equipment offers protection against a hazard but does not eliminate the hazard. If it fails or is not appropriate for a particular task, the user risks exposure. Appropriate, effective protection depends on selecting, wearing, and using the equipment properly – which can be challenging. The following steps outline the procedures for selecting personal protective equipment:

1. Identify emergency-related hazards for which personal protective equipment may be necessary; for example, those responding to medical emergencies need protection from bloodborne pathogens.
2. Determine which personal protective equipment will protect users from the hazards; for example, latex gloves and face shields may be necessary to protect responders from bloodborne pathogens.
3. Determine who will use the equipment; it is critical that the equipment fit the user and not cause allergic reactions or other health problems.
4. Determine the conditions under which responders will use the equipment; the equipment must not fail under those conditions.
5. Ensure that emergency responders know how to use the equipment. Whether they are wearing hard hats or atmosphere-supplying respirators, responders will know how the equipment will protect them and when it will not protect them. Responders will know how to wear, use, and maintain the equipment, and how to discard contaminated equipment.

#### **5.0 Types of Emergencies**

Applicable emergency scenarios that may impact **[Signal Company Name]** can be categorized as medical, firefighting, hazardous materials, natural hazards, rescue, workplace violence, or terrorism events.

The following are types of emergencies that could affect workplaces and summarizes what to do when responding to them. Consider factors such as workplace size and location, the number of employees on-site, and the nature of their work in determining how to respond.

##### **5.1 Evacuation**

In case of an emergency, the decision to evacuate the facility will be made by the senior person in authority at that time. The decision to evacuate must be made with the safety of employees and the safe security of the facility in mind. All evacuations must be done in an orderly procedure and the senior person on the scene will provide assembly directions and conduct a head count.

##### **What to do:**

- Ensure the safety of all personnel (onsite and responding parties). Keep calm and locate exit routes.
- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Follow evacuation instructions in an orderly fashion and conduct a headcount of mustered parties.
- Support outside response personnel as necessary/directed. Allow access to responding emergency services.

##### **5.2 Medical**

The most likely workplace emergency is a medical emergency. A serious medical emergency such as cardiac arrest requires immediate attention – response time is critical. Medical first responders must know how to perform first aid/CPR.

## **What to do:**

- Check – Call – Care
  - Check: Analyze the scene before you approach to ensure it is safe to do so. Decide if it is safer to evacuate or to shelter in place.
  - Call: Call the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911 yourself or if you are preoccupied or not alone, designate a specific person to call the applicable authority. Tell the dispatcher the location and the nature of the emergency, as well as other pertinent information.
  - Care: Perform the 3 P's: Preserve life, prevent deterioration, promote recovery. Do not move the victim. Injured personnel should not be moved unless they are in immediate danger, in which case they should be moved as quickly and carefully as possible in order to prevent further injury. If injured personnel are not in immediate danger, await guidance from emergency responders.
- Notify an Emergency Scene Coordinator for CPR or other first-aid tasks.
- Inform the Emergency Scene Commander and the victim's supervisor.
- Assist professional medical responders when they arrive.
- Protect and preserve the scene. Ensure the scene is safe for entry, protect the dignity of the individual(s) and evidence of the scene. You may need to physically barricade the scene from bystanders.
- Document the scene. Collect data for analysis, determination of root causes, and the implementation of corrective actions.

## **5.3 Serious injury or fatality (SIF)**

### **What to do:**

- Determine if the incident qualifies as a Serious Incident in accordance with *[Signal Member Name]* company policy.
- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911 to report a serious incident through the internal company hotline and provide the required information to the dispatcher.
- Protect and preserve the scene. Ensure the scene is safe for entry, protect the dignity of the individual(s) and evidence of the scene. You may need to physically barricade the scene from bystanders.
- Document the scene. Collect data for analysis, determination of root causes, and the implementation of corrective actions.
- Generate a serious incident announcement for SLT and for company distribution and/or external communications. Notify affected customers within 48 hours of occurrence or within the time frames specified in applicable contracts. Where a customer's contract reporting thresholds are less than the corporate thresholds, the business shall notify the affected Customer(s) in accordance with contract requirements.

## **5.4 Fire**

An industry best practice is to invite the local fire department representative to the workplace to help identify fire hazards and discuss how our workplace should respond to a fire. It is the byproducts of fire – smoke and fire gasses – that kill. A quick, orderly evacuation is the most effective response to an out-of-control fire.

### **What to do:**

- Pull the fire alarm (or set off the predetermined signal).
- Call the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911; tell the dispatcher the location and the nature of the emergency.
- If it is safe to do so, secure power and ventilation as appropriate, close doors/fire boundaries, and

assist as directed to assist in containing the fire.

- Do not use elevators.
- Only permit trained responders to use fire extinguishers.

If Emergency Scene Coordinators or other employees are permitted to use fire extinguishers or fire hoses, they will be properly trained in their use.

## **5.5 Explosion**

Any workplace that handles, stores, or processes flammable gasses, liquids, and solids is vulnerable. Explosions offer no warnings, causing disorganization and panic.

### **What to do:**

- Try to establish communication with the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Assess damage to the workplace and estimate human casualties.
- Administer first aid if it is safe to do so.
- Do not use elevators.
- Evacuate following established procedures.

## **5.6 Hazardous-Substance Release**

Hazardous substances include solvents, pesticides, paints, petroleum products, and heavy metals – any substance hazardous to health. Even if our workplace does not use hazardous substances, could it be affected by a nearby release or an accident on a local freeway? If so, our Emergency Plan describes how the scene commander and coordinators will respond and notify fire and police departments.

### **What to do:**

- If these actions can be accomplished without endangering personnel, then when a spill occurs, the key elements in spill control are rapid detection and assessment of securing the source of the spill. Securing the sources includes: closing valves if possible, plugging leaks, warning personnel of potential dangers, securing ignition sources, evacuating personnel if necessary, and containment of the spill.
- Inform the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911. Tell the dispatcher the location and the nature of the emergency.
- Notify proper authorities and spill response resource contractors.

If our workplace uses hazardous chemicals, our Company Hazard Communication (HAZCOM) Program requires that we inventory them, keep the manufacturer-supplied material safety data sheets, label the chemical containers, and train employees to protect themselves from the chemicals' hazards.

If employees must wear personal protective equipment during an emergency – chemical suits, gloves, hoods, boots, or respirators, for example – make sure that equipment will be available when they need it, that it fits them, and that they know how to use it.

## **5.7 Man Overboard - Person in the Water**

### **What to do:**

- Sound the alarm - immediately call for help.
- Never lose sight of the person. Post a lookout to continuously point in the direction of the individual in the water.
- Throw a life ring with an attached lifeline to the person in the water and pull them to the closest available ladder to climb out.
- If the individual is unconscious or unable to respond, send a swimmer into the water to personally retrieve them. NEVER send a swimmer into the water without a PFD.

## **5.8 Confined and Enclosed Space Operations**

### **What to do:**

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Evacuate all abled body personnel from the confined space and immediate area.
- Do NOT attempt a confined space rescue unless properly trained and equipped. Rescue attempts by untrained or unequipped personnel often result in additional injuries or fatalities.
- Follow the general emergency procedures and contact the internal and/or external emergency response team: [Facility Emergency Contact].
- Provide non-entry support to emergency responders as needed.

## **5.9 Transportation Incidents (motor vehicle, railroad, watercraft, aircraft, etc.)**

### **What to do:**

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Ensure the scene is safe to approach.
- Check on the medical status of injured parties. Do not move unless they are in immediate danger. If in immediate danger, move individuals to safety as smoothly as possible.
- Follow the Medical Emergency Procedures above and wait for responding emergency services.

## **5.10 Utility Failures/Facility Power Failures**

Emergency services should (if applicable) energize if there is a loss of power.

### **What to do:**

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Contact the power company responsible for services in the area

## **5.11 Weather-Related Event**

Hurricanes, tornadoes, blizzards, and floods are likely to be the cause of weather-related workplace emergencies. Many communities experience floods following warm spring rain. Winter storms often bring strong winds, freezing rain, and snow that can cause structural damage and power outages.

### **What to do:**

- Wait for instructions from the Emergency Scene Commander; a power failure will slow communication.
- Tune a battery-powered radio to a station that broadcasts local news.
- Do not evacuate the workplace unless ordered to do so.
- Consult the company Heavy Weather Plan.

## **5.12 Wind Events (Hurricane, tornado, cyclone, high winds)**

### **What to do:**

- Notify the company emergency hotline
- Seek shelter as appropriate in designated muster/shelter locations
- Consult the company Heavy Weather Plan.

Sample Hurricane Preparation List – See Appendix

Sample Hurricane Tracking Chart – See Appendix

Disaster Recovery Forms – See Appendix

## **5.13 Extreme Temperatures (Heat and cold)**

### **What to do:**

- Follow the Medical Emergency Procedures above.
- Consult the Company's Heat Illness Prevention Plan.
- Move the victim(s) to a shaded or climate-controlled area if possible.
- Remove PPE and outer garments if safe to do so.
- Use fans and cool, damp rags to cool the victim.
- Slowly give water or electrolyte fluids if tolerated. Do not let the victim drink rapidly.
- Get help fast for anyone experiencing heat stroke by dialing 911.

## **5.14 Lightning Strikes**

### **What to do:**

- Monitor weather forecasts, weather apps (like WeatherBug), or weather detection stations for approaching cloud-to-ground lightning approaching the area.
- When active lightning is within (5 miles) of the facility AND moving towards the facility, employees on foot shall be instructed to seek shelter.
- Report any sighting of lightning strikes to the facility and/or equipment to the company's emergency hotline and provide detailed reporting information.

## **5.15 Earthquake**

During an earthquake, people in most workplaces are at the greatest risk of collapsing ceilings, windows, light fixtures, and other falling objects. If you are indoors, the safest response is to take cover under sturdy furniture or to brace yourself against an inside wall. Stay away from windows, skylights, bookcases, and other heavy objects. Protect your head and neck.

### **What to do:**

- If indoors, stay there. Take cover under sturdy furniture or against inside walls.
- Do not use elevators.
- Stay away from windows, skylights, and other objects that could fall.
- Use stairways to leave the workplace if the order is given to evacuate.
- Be ready to rescue victims; professional responders may not be able to respond; remove victims to a triage area if possible.

## **5.16 Protests and Civil Unrest/Riots**

Riots, protests, and civil unrest can sometimes be the result of a local strike or civil disagreement and could affect the safety of personnel. If the Chain of Command determines that the safety of personnel is in jeopardy, the following steps should be followed:

### **What to do:**

- Secure all premises, lock the main gate and the entrance to the facility.
- Advise all employees not to leave the facility until conditions improve.
- Call company security, Port Authority Police, or 911 for a safe escort out of the facility.

## **5.17 Suspicious Persons/Packages**

### **What to do:**

TBD

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Consult the Company Security Plan.

- Do not touch, move, or alter the object.
- Inform others to keep people away from the area.
- Once you have left the immediate area and are speaking with 911, provide your name, location, object location, and suspicious details.
- Write down any information you have about the object and give it to Emergency Personnel when they arrive before you forget.

## **5.18 Threats of Violence**

Threats of violence may be delivered in any form: face-to-face, by fax, e-mail, phone, or in writing. Threats can be directed toward the workplace or a specific person. Police departments, mental health professionals, and employee-assistance program counselors offer prevention information, security inspections, and employee training that help reduce the risk of workplace violence.

### **What to do:**

- Inform the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911
- Activate a silent alarm if your workplace has one.
- Isolate the threatening person if it is possible to do so safely.

## **5.19 Workplace Violence**

### **What to do:**

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Consult the Company Security Plan and/or Active Shooter procedures below.
- Remain calm and ensure your personal safety first.
- Take any threat seriously. Avoid confrontation. Report it immediately.

## **5.20 Active Shooter**

**Prevention:** There are often warning signs before an Active Shooter event. The person may even talk openly or post on social media about their plans.

- Take threats seriously and report them to HR or the police immediately for investigation.
- More resources and information about responding to an Active Shooter can be found on the Department of Homeland Security's website.  
[https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

### **What to do:**

- Evacuate: If there is an accessible escape path, attempt to evacuate the premises. Do not pull the fire alarm.
  - Have an escape route and plan in mind.
  - Evacuate regardless of whether others agree to follow.
  - Leave belongings behind.
  - Get as far away as possible from the building or area. Keep your hands visible.
  - Help others escape, if possible.
  - Prevent individuals from entering an area where an Active Shooter may be.
  - Do not attempt to move wounded people.
  - Call 911 as soon as it is safe to do so.
  - Notify your company officials, but alert the police first.
- Hide Out: If evacuation is not possible, find a place where the Active Shooter is less likely to find you.
  - Hide out of view from the Active Shooter.
  - Provide any protection/barriers if shots are fired in your direction (office w/ closed/locked

door).

- If possible, do not corner yourself in a location where you cannot continue to escape.
- Lock doors to prevent an Active Shooter from entering your hiding place.
- Blockade doors with heavy furniture.
- Silence phones.
- Turn off noise sources (TVs, radios, etc.)
- Hide behind large items (Ex, cabinets, desks)
- Remain quiet
- If evacuation/hiding is not possible, remain calm and dial 911 if possible to alert the police. If you are unable to speak, leave the line open and allow Dispatch to listen.
- Take Action Against The Active Shooter: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the Active Shooter.
  - Act as aggressively as possible.
  - Throw items and improvised weapons.
  - Yell /commit to your actions.

### 5.21 Missing Person

#### **What to do:**

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911.
- Conduct a Muster of all personnel.
- Notify applicable departments/authorities.
- Conduct a systematic search of the area(s).

### 5.22 Robbery

Proper employee training on the procedures to follow during a robbery is vital to surviving the confrontation. Conduct documented training and discussion periods so that every worker knows his or her part and has a chance to ask questions. A few minutes of brief review on a regular basis will help to ensure the proper reaction in case of a robbery. The overriding consideration in dealing with a robbery is to reduce the possibility of injury.

#### **What to do:**

- Do not resist the robber. The money is not worth risking a life. Take no action that would jeopardize the safety of personnel or customers. Cooperate with the robber and do not try to become a hero. Robbers rarely hurt anyone who cooperates.
- Do not use weapons against the robber. Introducing another weapon into the situation increases the chances of someone becoming injured during the robbery. No amount of money is worth the risk of endangering a person's life.
- Inform the robber of any surprises. If someone is expected back soon or if you must reach or move in any way, tell the robber what to expect so they will not be startled. A suspicious move by an employee may trigger a violent reaction by the robber and endanger the lives of many people.
- Follow the robber's commands, but do not volunteer to help. The longer the robbery takes, the more nervous the robber may become and more apt to become violent.
- Only give the amount demanded, if asked for a specific amount.
- Keep calm.
- If the robber displays a firearm or claims to have one, consider it loaded and dangerous to your life.
- If able and without being obvious to the robber, initiate a silent alarm, and alert other employees by using prearranged signals.
- Be observant. Plan to be a good witness. Try to notice as much as possible about the robber. Make

mental notes on the following:

- The robber's physical characteristics, including: race, sex, height, weight, facial features (head shape, hair color, eye color, shape of eyes, nose and mouth, etc.) speech patterns (i.e., accents), scars, marks and/or deformities, right or left-handed. Any unusual smells about the person, i.e., drinking, smoke, etc.
  - The number of robbers and their clothing description, as well as any names used by the robbers.
  - Any peculiarities shown by the robber (i.e., smelled of alcohol, appeared to be "high" on drugs, etc.).
  - Description of any weapons used. Try to notice barrel length, barrel color, color of grips, and whether a pistol is automatic or a revolver.
- If the robber uses a note, place it out of sight to retain it as evidence.
  - After the robber has the money, offer to have employees and customers lie down instead of waiting for the robber to decide what to do such as knocking you down or tying you up.

## **5.23 Bomb Threats**

Take all bomb threats seriously. Do not use fire alarms or phones in the building – they generate radio waves that could trigger a bomb.

### ***What to do:***

- If someone finds a package that may contain or that may be a bomb, he or she should note its size, shape, and whether it emits a sound, and then make notifications according to the company policy.
- If a threat is called in, keep the caller on the line as long as possible, asking them to repeat the message. Record every spoken word if possible and note the time of the call. If the caller does not indicate the location of the bomb and/or the time of detonation, ask the caller to provide this information. Pay particular attention to any strange or peculiar background noises such as motors running, music, or other clues to place where the call is being made from. Try to determine the quality of the voice (male or female, accents, or speech impediments). Don't hang the phone up and keep the line open if possible.
- Using another phone, call the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911 from outside the building to report the emergency.
- Determine if an evacuation is necessary. Use a communication method that does not generate radio waves to order the evacuation.
- If evacuation is necessary, conduct a safe and orderly evacuation.
- Utilize emergency responders to investigate and conduct a search.

A sample "Bomb Threat Phone Report" is attached in the Appendix.

Consider offering threat-management training if available to Emergency Scene Coordinators and if appropriate, members of quick-response teams.

## **5.24 Terrorism**

Although terrorist acts pose minimal risks to most workplaces, the devastating effects of recent acts have changed the perception of a "secure workplace" and added a new dimension to emergency planning. What distinguishes terrorist acts is the use of threats and violence to intimidate or coerce. Factors to consider in emergency planning include the following:

### ***How do others perceive the mission of our Company in these contexts?***

- Political activities
- Business activities
- Economic activities
- Social responsibilities



## ***How vulnerable are our critical resources to a terrorist attack?***

- Production machinery and equipment
- Mail and HVAC systems
- Electronic communication, power, data, and systems hardware
- Real estate and other physical property
- Finance and administrative transactions
- Employees at the workplace or other locations

## ***5.25 Hostage***

### ***What to do:***

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911
- Consult the Company Security Plan and/or Active Shooter procedures

## ***5.26 Cyber Attack***

Once a breach has been discovered, the organization should take the following immediate steps to limit the breach.

### ***What to do:***

- Notify the Company's Emergency Incident Reporting Hotline, Emergency Scene Coordinator, or 911
- Consult the Company IT Plan/procedures
- Survey the damage
- Attempt to limit additional damage
- Record the details
- Engage law enforcement
- Notify all those affected
- Learn from the breach to prevent future attacks

**5.27 Other event scenarios to consider:** Building collapse, Flooding, Volcanic eruption in the area, Landslide/Mudslide, etc.

## **6.0 Appendix Examples to Consider adding to your Program:**

***Emergency Action Plan Template -***

***Emergency Contact Numbers -***

***Incident Severity Matrix Example -***

***Serious Incident Announcement -***

***Bomb Threat Phone Report -***

***FEMA Hurricane Emergency Supply List –***

***NOAA Hurricane Tracking Charts –***

***Facility Maps -***

# EMERGENCY ACTION PLAN

To be posted at all Company facilities and workplaces Page 1

<b>Company Name:</b>		<b>Job Location:</b>	
<b>Street Address:</b>			
<b>City:</b>		<b>State:</b>	<b>ZIP:</b>
<b>Prepared By:</b> (Print Name of Preparer)			
<b>Title:</b>		<b>Phone Number:</b>	
<b>Signature:</b>		<b>Date:</b>	
<i>Emergency-Scene Commander</i>		<i>Emergency-Scene Coordinator</i>	

**PURPOSE**

This Plan identifies necessary management and employee actions during fires and other emergencies. Education and training are provided so that all employees know and understand the Emergency Preparedness and Response Plan.

**LOCATION OF PLAN**

The Emergency Preparedness and Response Plan can be found at the station or office of each: (Foreman, Supervisor, etc.)

A copy is also maintained in THE COMPANY's general offices.

Upon request, an OSHA representative may obtain a copy of the plan from: (Name and Title)

**EXIT ROUTES**

Draw a diagram of jobsite or facility exit routes in the space below:

Locate the meeting place or "Roll-Call" area on the above diagram:

**ACCOUNTING FOR EMPLOYEES**

After exiting jobsite or facility, all employees are to assemble for "Roll-Call" at this location:

Note the location on above diagram

The following persons are responsible for ensuring that employees comply with this requirement:

Name and Title:

Name and Title:

**CRITICAL OPERATIONS**

To minimize damage from the emergency, the following personnel are responsible for shutting down the listed critical operations:

<i>Personnel Names</i>	<i>Critical Operations</i>

As soon as shutdowns are completed, the employees who performed critical operations will take the nearest exit route in accordance with general emergency procedures.

**EMERGENCY PREPAREDNESS AND RESPONSE PLAN      RESCUE AND MEDICAL DUTIES      Page 2**

The following personnel are certified and trained in both CPR and general first aid. These persons are to be contacted as specified in the "General Emergency Training":

Name and Title	Phone Number

**REPORTING EMERGENCIES**

The following personnel have the duty of contacting public responders to come to the emergency scene. The personnel are listed in descending order of availability:

Name and Title	Phone Number

**ALARM SYSTEMS AND NOTIFICATION OF EMERGENCIES**

In the event of a workplace or facility emergency, employees will be notified as follows:

Identify method(s) of notification:


**TYPES OF EVACUATION**

OSHA requires to have an established system of types of evacuation to follow for different emergency circumstances. The following listing represents company policy for various emergency situations:

**PARTIAL EVACUATION:** Code Yellow – 3 rings or horn blasts: RESPONDERS (trained extinguisher personnel and trained rescue and medical personnel)

**FULL EVACUATION:** Code Red – 4 rings or horn blasts: RESPONDERS (n/a)

**NOTE:** If there is more than one evacuation type, the alarm signal for each will be distinctive.

**OTHER:** (describe)

--

**OTHER:** (describe)

--

**PUBLIC EMERGENCY RESPONSE INFORMATION**

**Ensure that 911 emergency services cover the area this Emergency Preparedness and Response Plan covers.**

**Local Police Department:**

--

**Local Fire Department:**

--

**Local Ambulance/EMS:**

--

**Local Hospital:**

**FURTHER INFORMATION**

For further information or explanation about any duties under this Plan, contact:

Name and Title:
-----------------

*This Emergency Preparedness and Response Plan is authorized and approved by:*

Name

Signature

Title

Date

### ***Emergency Contact Numbers and Information:***

- Company's Incident Hotline:  
\*A dedicated telephone number used to report incidents to an internal company dispatcher, which is manned 24-hours a day, 365 days a year.
- Emergency Services: 9-1-1
  
- Local Police Department(s):
- Local Fire Department(s):
- Local Hospital(s):
- Local Power Company:
- Public Works:
- Local FBI Field Office [Field Offices — FBI](#):
- US Customs & Border Protection:
- OSHA: 1-800-321-6742 or your local OSHA Office <https://www.osha.gov/contactus/bystate>
- National Response Center/EPA: 1-800-424-8802
- Local USCG Office: <https://www.uscg.mil/Responsive/>
- Local Salvage/Tug Company:
  
- ***[Signal Member Name]*** Security:
- ***[Signal Member Name]*** Health & Safety:
- ***[Signal Member Name]*** Environmental:
- ***[Signal Member Name]*** Facilities Maintenance:
  
- Signal Safety Manager:
  
- Sage Claims Manager:
  
- ***[Signal Member Name]*** Facility Name:
  - Facility Address:
  - Department:
  - Floor/Suite/Room:
  - Primary Emergency Company Point of Contact:
  - Office Phone:
  - Extension:

- Vessel / Crew Contact Information:
  - Vessel Name:
  - Vessel Location:
  - Contact Number:

### Incident Severity Matrix Example:

Risk Matrix		SEVERITY					
		Insignificant	Minor	Medium	High	Extreme	
		1	2	3	4	5	
LIKELIHOOD	Rare	1	Low	Low	Low	Moderate	Moderate
	Unlikely	2	Low	Low	Moderate	High	High
	Possible	3	Low	Moderate	High	High	Extreme
	Likely	4	Low	Moderate	High	Extreme	Extreme
	Almost Certain	5	Moderate	High	High	Extreme	Extreme

### Risk Assessment Matrix Definitions

#### *Likelihood – Severity - Frequency*

- **Likelihood** - Measuring the chance that a loss will occur.
  - 1 = 1 in 1000 occasions or less
  - 2 = 1 in 100 occasions
  - 3 = 1 in 50 occasions
  - 4 = 1 in 5 occasions
  - 5 = 1 in 2 occasions or more
- **Severity** - Measuring the magnitude of a loss.
  - 1 = First Aid Injury, person is able to resume work within same shift, loss of production is less than 3 hours, property damage / injury less than \$5,000.
  - 2 = Medical Aid Injury without lost time, loss of production from 3-12 hours, under \$50,000 injury / property damage.
  - 3 = Lost time injury or short term modified work, loss of production from 12 hours to 2 days, up to \$50,000 - \$300,000 injury / property damage.
  - 4 = 1 Hospitalization or long term modified work, loss of production from 2 to 6 days, or up to \$300,000 - \$500,000 injury / property damage.
  - 5 = Fatalities, multiple hospitalizations from 1 event, loss of production for 1 week or more, over \$500,000 injury / property damage.
- **Frequency** - The number of exposures in a given time interval.
  - 1 = 1 to 5 per year or less
  - 2 = 1 to 5 per month
  - 3 = 1 to 5 per week
  - 4 = 1 to 5 per shift
  - 5 = 1 to 5 per hour or more

**Serious Incident Announcement** - Amend to your company-specific verbiage according to your Communications Plan.

**Bomb Threat Phone Report** - <https://www.cisa.gov/sites/default/files/publications/dhs-bomb-threat>

**FEMA Hurricane Emergency Supply List** – <https://www.fema.gov/press-release/20210318/how-build-kit-emergencies>

**NOAA Hurricane Tracking Charts** – [https://www.nhc.noaa.gov/tracking\\_charts.shtml](https://www.nhc.noaa.gov/tracking_charts.shtml)

**Facility Maps** - (Site-specific maps to be included for all Member locations)

Provide maps w/ Legend for all organization locations. Consider including locations of all medical, firefighting, spill response, recovery equipment, etc.