

Please review and fill in all highlighted areas with your unique information. To update the Table of Contents, click anywhere within the Table of Contents and click "F9".

XYZ Company

EMERGENCY ACTION PLAN

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XYZ COMPANY EMERGENCY ACTION PLAN

Since major disasters can be anticipated, procedures must be developed and mastered if the well-being of our personnel is to be protected and if we are ready to serve our community. This Emergency Action Plan serves as our vehicle to accomplish this.

The following pages detail the appropriate actions to be taken in the event of an emergency. Procedures follow each anticipated emergency type.

Every employee shall be completely familiar with this plan. This plan will be reviewed annually and everyone notified as responsible personnel and situations change. Each employee will receive a copy of this plan, and be trained in it. Reference copies will be located at the front desk.

Remember, your conduct and actions during the first few minutes of any emergency may not only save your life, but the lives of your fellow workers and other members of the community as well.

GLOBAL EMERGENCY TEXT SYSTEM

XYZ Company utilizes an Emergency Texting System as a way to convey pertinent information regarding emergencies/disasters that may affect all of its employees.

Upon hire, our IT Department will input your cell phone number into our database. You will then be sent a "test text" stating, "please text _____ to _____ to opt in". Please follow the instructions and opt in to ensure that you will receive future emergency communications from **XYZ Company** management. If you do not receive a "test text" within the first few days after your hire, please notify your supervisor or IT.

MEDICAL EMERGENCIES

There are many types of medical emergencies that may occur to fellow employees and customers. Quick, efficient response on your part can make a difference in the outcome. It is important to ascertain the situation as quickly as possible so responding emergency personnel will have valuable information for appropriate action when they arrive.

The following procedure has been developed for handling medical emergencies:

1) FIND OUT THE NATURE OF THE EMERGENCY:

- Is the person choking or not breathing?
- Is the person cut or bleeding?
- Is the person unconscious or faint?
- Has the person fractured anything?
- Did the person complain of any symptoms prior to the emergency (pain, dizziness, etc.)?
- Is the person female/male, approximate age?

2) CALL 911 *(does your company require a number input to get an outside line? If so, list that here)*

- Tell the emergency operator the nature of the emergency.

3) NOTIFY THE EMERGENCY SITUATION COORDINATOR OF THE EMERGENCY:

- Tell them the:
 - Nature and location of the emergency,
 - That 911 has been contacted, and
 - Who is responding.

* **Administrative Department** will direct arriving emergency personnel to the scene, and contact [redacted], the **Emergency Situation Coordinator**. If the Emergency Situation Coordinator is not available, notify any Management Personnel.

4) REMAIN AT THE SCENE:

- Provide comfort and calm,
- Direct foot traffic away from the area, and
- Provide valuable information to emergency personnel.

FIRE

Fire instills panic like no other emergency. Keep calm, report all fires and smoke. Many people are seriously injured in a fire for two reasons; 1) they attempt to extinguish a fire without having been trained on how to do so, and 2) they run back into a burning building in an attempt to rescue someone believed to be still inside, or to retrieve a "valuable" item left behind during the evacuation. **DO NOT RE-ENTER A BURNING BUILDING.** Follow the instructions in the Evacuation Plan regarding building re-entry.

Fill in your company's building alarm information. The below is example text.

There are two different types of alarms at the 111 Main Street building. Both are monitored through Dial Security. The two alarms are:

- Burglar alarm (that we set every day)--this one makes a **constant** ringing sound
- **Fire alarm--this one has a ring, pause, ring pattern. When the alarm sounds, Dial Security will automatically dispatch the Fire Department.**

The following procedure has been developed for handling fire emergencies:

1) If you hear a Fire Alarm:

- Remain calm.
- A member of the Emergency Evacuation Team will issue an **overhead page (does your company have paging?)** to the effect of, "**Attention all staff, this is not a drill, please exit the building using the designated exit routes and meet in the establish a meeting place for roll call according to our Evacuation Plan**". If you do not hear the announcement, evacuate the building according to the Evacuation Plan. **Do not wait for an announcement to evacuate the building.**

2) SAFELY EVACUATE THE BUILDING ACCORDING TO THE EVACUATION PLAN.

(Does your building have a stairway, elevator or fire doors?) NOTE: Under normal, everyday working conditions, it is still very important that we keep all stairwell doors closed in the building at all times. We must do this to keep flames and heat from rushing up the stairwells should there be a fire. The only time a stairway door should be open is when:

1. Elevator is not operating (only front stairway doors should be open – not the back).
2. Receiving a delivery to the penthouse (only back stairway doors should be open).

CLOSE the stairwell door(s) as soon as the need to have the door(s) open has passed.

FIRE EXTINGUISHERS

(Note your company policy on fire extinguishers and fire extinguisher training for employees. Your policy should coincide with OSHA's requirements and exemptions. Please refer to the OSHA website: https://www.osha.gov/SLTC/etools/evacuation/portable_required.html) The below example provides that the business does have fire extinguishers, but they are not intended for employee use—this business does not provide employee fire extinguisher training.)

Fire extinguishers are located throughout our building and their locations are noted on the Evacuation Routes posted on each floor. **Please note that while fire extinguishers are provided, they are not intended for employee use.** When you hear a fire alarm, evacuate the building according to the Evacuation Plan. We choose to have all our employees evacuate the building rather than risk an injury by staying behind to fight a fire.

EARTHQUAKE

Earthquakes can be expected. They are a fact of life where we live and work. Most injuries occur as a result of falling debris.

If an earthquake strikes while you are at work, the following procedures have been developed:

1) IF YOU ARE INDOORS, stay there. **REMEMBER: DROP, COVER & HOLD ON!**

- **DROP** to the ground (before the earthquake drops you!),
- **COVER** your head and neck with your arms and seek shelter by getting under a sturdy desk or table if nearby; and
- **HOLD ON** to your shelter and be prepared to move with it until the shaking stops.

If there is no table or desk near you, drop to the ground and then if possible move to an inside corner of the room. Be in a crawling position to protect your vital organs and be ready to move if necessary and cover your head and neck with your hands and arms.

Do not move to another location or outside. Earthquakes occur without any warning and may be so violent that you cannot run or crawl. You are more likely to be injured if you try to move around during strong shaking. Also, you will never know if the initial jolt will turn out to be start of the big one...and that's why you should always **Drop, Cover, and Hold On immediately!**

If you are unable to Drop, Cover, and Hold On: If you have difficulty getting safely to the floor on your own, get as low as possible, protect your head and neck, and move away from windows or other items that can fall on you.

- 2) IF YOU ARE IN A VEHICLE**, pull to the side of the road and stop. Stay in the vehicle until the shaking stops. If power lines have fallen across the vehicle, remain inside even after the shaking stops. Don't try to cross bridges, and don't park near trees, overpasses (on them or under them), buildings, or power lines.

AFTER THE QUAKE:

- 1) **CHECK FOR INJURIES.** If you or a co-worker is injured, notify a member of the Emergency Evacuation Team that medical help is needed.
- 2) **THE EMERGENCY EVACUATION TEAM WILL ASSESS THE BUILDING AND WILL INITIATE AN EVACUATION IF NEEDED.** If the building must be evacuated, exit the building according to the Evacuation Plan.

A MEMBER OF THE EMERGENCY EVACUATION TEAM WILL CHECK FOR FIRES OR FIRE HAZARDS and shut off gas, electricity, or water if needed and there is time enough to do so safely.

- 3) **USE AVAILABLE PHONES ONLY FOR GENUINE EMERGENCIES.**

HOSTILE PERSON

In today's society, incidents of hostile people entering the workplace are increasing. Hostile people include threatening customers, disgruntled employees, angry spouses, and violent strangers. Whatever the situation, these individuals should be treated with caution.

If you are ever faced with a hostile person (one who is threatening your safety and the safety of others, or property damage), the following procedures have been developed:

- 1) Act as if you are calling a person with higher authority to resolve the "dispute". Use the overhead pager (do you have an overhead pager?) to page (establish name everyone would respond to) to the Lobby. **Key staff will know that help is needed in the Lobby.**
- 2) Always do as the person demands, nothing more and nothing less.
- 3) If and when it is safely possible to exit the area, do so and secure the area behind you.
- 4) If it is not possible to safely exit the area;
 - Try to minimize your exposure by barricading yourself in a protective area, and
 - Lend an empathetic ear and do as the person demands.

* At all times, **DO NOT provoke** a hostile individual by panic, laughter, or anger.
- 5) The Emergency Situation Coordinator, or other management personnel, will notify Emergency Personnel if needed.

Questions that could be asked by a 911 Operator:

- a) Is the person violent?
- b) Is the person brandishing a weapon?
- c) Can you leave safely?
- d) If possible, give a brief description of the hostile person.

The Emergency Situation Coordinator, or other management personnel, will assess the situation and evacuate the area/building if necessary.

EVACUATION PLAN

In the event an evacuation is necessary, the following procedures have been developed to ensure safe egress of personnel. A map (*your facility/building should have a map of the building with safety routes marked. See the OSHA website for guidance in producing your map and placement of the map: [https://www.osha.gov/SLTC/etools/evac.html](https://www.osha.gov/SLTC/etools/evacuation/evac.html)*) is posted on each floor by the Stairway Exit signs, and attached.

1) THE EMERGENCY SITUATION COORDINATOR IS _____.

This person is responsible for ordering an evacuation, coordinating information regarding the emergency, securing the Daily Sign-in Log from Reception, collecting the head count, and reporting to arriving emergency personnel. The Emergency Situation Coordinator will also meet with the initial emergency reporting person to fill out the appropriate paperwork. If the Emergency Situation Coordinator is not available, a member of the Emergency Evacuation Team will assume these duties.

2) All personnel will exit the building in a safe and orderly fashion via their respective emergency exits below (see maps) (*the below is an example. Fill in your own information from your own emergency exit map*):

1st Floor Admin area will exit via Main/Lobby Building exit.

1st Floor Accounting/Personal Lines area will exit via Main Street exit.

2nd Floor, G Street side area will exit via south stairwell exit.

2nd Floor, H Street side area will exit via north stairwell exit.

3rd Floor, G Street side area will exit via south stairwell exit.

3rd Floor, H Street side area will exit via north stairwell exit.

3) MEETING PLACE:

All Personnel will meet (**Fill in your designated meeting spot**) _____.

No one should leave the meeting place. If you must go, notify your Emergency Evacuation Team Leader.

4) The Emergency Situation Coordinator will retrieve the Daily Sign-in Log from the Reception Area.

5) EMERGENCY EVACUATION TEAM:

The evacuation team is responsible for ensuring the safe evacuation of all personnel. This includes clearing the aisles, hallways, and other areas of personnel, customers, and visitors. The Emergency Evacuation Team Leader is also responsible for closing all doors and windows.

Each Emergency Evacuation Team Leader is responsible for knowing the whereabouts and safe evacuation of their assigned personnel and of their respective areas listed below (*fill in your own key personnel names and departments below*):

_____ is responsible for IT & Accounting

_____ is responsible for Administration

_____ is responsible for Personal Lines

_____ is responsible for CL Assistants

_____ is responsible for L&H Dept.

_____ is responsible for 2nd Floor CL AMs

_____ is responsible for Marketing

_____ is responsible for Select, Claims, Interns

_____ is responsible for 3rd Floor CL AMs

_____ is responsible for Members/Producers and HR

Emergency Situation Coordinator is responsible for All Visitors (according to the Daily Sign-in Log)

Once at the meeting site, each Evacuation Team Leader will report to The Emergency Situation Coordinator to ensure that each individual in their group has been accounted for. Any missing individual will be identified, and their last known location reported to emergency personnel. Re-entry onto the property will not be permitted until it is declared safe to do so by someone with executive authority or by the local fire/law enforcement officials.

Possible Evacuation Emergencies (but not all) may include:

- Fire
- After an Earthquake
- Bomb Threat
- Hostile Person

IMPORTANT PHONE NUMBERS

(Fill in local emergency numbers)

- 1. **Fire Department:** EMERGENCY: 911 or
Non-emergency:
- 2. **Police Department:** EMERGENCY: 911 or
Non-emergency:
Address:
- 3. **Emergency Medical:** EMERGENCY: 911 or
Non-emergency:
Address:
- 4. **Gas Co.:**
- 5. **Electric Co.:**
- 6. **Water Co.:**

7. **Emergency Situation Coordinator:**

Fill in name

8. **Key Personnel Cell Phone Numbers:** *(Fill in names/contact info for key personnel)*

Name	Direct Dial	Cell	Home

EMERGENCY DISASTER RESPONSE INFORMATION

State:

California Office of Emergency Management

www.caloes.ca.gov

California Department of Forestry and Fire (Cal Fire)

<http://calfire.ca.gov/>

American Red Cross

1-866-438-4536

www.redcross.org

CDC Emergency--Preparedness & Response

<https://emergency.cdc.gov/>

InciWeb-Incident information System—Interagency all-risk incident information management system

<https://inciweb.nwcg.gov/>

AirNow—Air quality conditions

<https://airnow.gov/>

Local: *(Fill in local information)*

Ventura County Emergency Operations Center

Disaster Information Hotline: (805) 465-6650

Disaster Information website (activated only for emergencies):

www.vcemergency.com

Fire: *(Fill in local information)*

Ventura County Fire Department

Emergency Fire Information Line: (805) 388-4276

Ventura County Fire Department

<http://vcfd.org/>

165 Durley Ave. Camarillo, CA 93010

(805) 389-9710

Police: *(Fill in local information)*

Ventura County Sheriff's Office:

www.vcsd.org

800 South Victoria Avenue Ventura, CA 93009

(805) 654-2890 Reception

Medical: *(Fill in local information)*

Ventura County Public Health

www.vchca.org/public-health

2240 E. Gonzales Road

Oxnard, CA 93036

(805) 981-5101, After-hours, non-emergency: (805) 656-9432

EMERGENCY EVUACTION MAPS

(INSERT FACILITY MAP HERE)
(note location of exits, routes of egress, fire extinguishers, first aid kit(s))

RECEIPT OF EMERGENCY ACTION PLAN

By now, you should have received training on this program. Please read this plan, and ask questions if there is something unclear to you.

If you have ideas to improve this plan, share them with your Emergency Evacuation Team Leader, the Emergency Situation Coordinator or your supervisor.

To ensure that everyone has received their copy of the **XYZ Company's** Emergency Action Plan;

- 1) Detach this page from the plan,
- 2) Sign and date, and
- 3) Return it to **???????????** in the HR Department.

I, _____ have received a copy of, read, and understand the
(PRINT NAME)

XYZ Company Emergency Action Plan.

(SIGNATURE)

(DATE)

(Note that the last 2 pages are to be kept with the master copy of the document and should not be distributed. This document should be reviewed not less than annually. Review dates should be noted on the next page.)

EMERGENCY ACTION TEAM REVIEW

The following is to be reviewed by the Emergency Evacuation Team after each emergency. The intent is to review the efficiency of the Emergency Action Plan, and recommend improvements, where needed, to management.

Part 1:

Were Qualified Emergency Personnel Properly Notified?

If 'No', why not?

Did they respond in a timely manner?

Did alarms sound as needed?

If 'No', why not?

(For Evacuations)

Were Emergency Evacuation Team Leaders notified promptly?

Was the evacuation orderly?

If 'No', why not?

Were all team members accounted for by the Emergency Evacuation Team Leaders?

If 'No', why not?

What was the response time for evacuation?

Did everyone go where they were supposed to?

Part 2:

Were Emergency Action Procedures followed?

Were there any injuries?

If 'Yes', explain:

What needs to be changed to improve the system?

Part 3:

Was business interrupted?

If 'Yes', how?

What was done to restart the business? How long did it take?

UPDATE CHECKLIST

This program will be reviewed by the company's Emergency Situation Coordinator on an annual basis. The purpose is to update the program to ensure accuracy of information*.

Additionally, the Emergency Situation Coordinator is responsible for updating the program during the year to ensure the information is kept current with effective program changes that occur.*

The following will serve as documentation of program modification and review:

<u>Date</u> <u>Updated/Reviewed</u>	<u>What Was Changed</u>	<u>Signature</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Example Situations That Require Updating:*

- Evacuation maps due to modification of existing floor space or change of locations,
- Modification of exit,
- Changes of responsible Emergency Action Plan personnel, and
- Modification or addition of emergency situation procedures.

This list is not all inclusive and should be used as a guide only.