

Emergency Action Guide

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CONTACTS

Police Dept: (_____) _____ - _____

Fire Dept: (_____) _____ - _____

Poison Control: (_____) _____ - _____

Hospital: (_____) _____ - _____

Local Security: (_____) _____ - _____

Safety & Security Team: (_____) _____ - _____

Property Management: (_____) _____ - _____

Utility Company: (_____) _____ - _____

Property Address: _____

RESOURCES

Learn more about disaster and emergency preparedness by visiting these sites:

Ready Campaign

www.ready.gov/earthquakes

Centers for Disease Control and Prevention www.cdc.gov

Federal Emergency Management Agency
www.fema.gov

National Weather Services
www.weather.gov

Department of Homeland Security www.dhs.gov

Red Cross
www.redcross.org

SUSPICIOUS PACKAGE

LETTER AND PARCEL BOMB RECOGNITION CHECKLIST

- √ Foreign mail, air mail and special deliveries
- √ Restrictive markings, such as “confidential” or “personal”
- √ Excessive postage
- √ Handwritten or poorly typed address
- √ Incorrect titles or titles with no names
- √ Misspellings of common words
- √ Oily stains or discoloration on the exterior
- √ Excessive weight
- √ Rigid, lopsided, or uneven envelopes or boxes
- √ Ticking sounds, protruding wires, or tinfoil
- √ Excessive tape or string
- √ Visual distractions
- √ No return address
- √ Powdery substance felt through or appearing on the item
- √ Strange odors

**If you receive or discover a package
or an unknown device,
do not touch it, tamper with it, or move it!
Dial 911 immediately to report it to the police.**

PROCEDURES FOR HANDLING SUSPICIOUS PACKAGES & MAIL

- √ Stay calm.
- √ Do not open the letter or package (or open any further); do not shake it or show it to others.
- √ Set it down gently on a stable surface.
- √ If possible, gently cover the package or letter (use a trash can, article of clothing, etc.).
- √ Shut off any fans or equipment that may circulate the material.
- √ Leave the area, close doors, and prevent others from entering by posting signs or guarding the area, and avoid physical contact with others to minimize exposure.
- √ To prevent spreading of any powder or hazardous substance, wash your hands thoroughly with soap and water.
- √ Others present when package was received should follow the same procedures.
- √ Contact the local police or Federal Protective Service immediately.

SHELTER IN PLACE/LOCKDOWN

SHELTER IN PLACE

Sheltering provides refuge for any person within any building during an emergency. These situations may include, but are not limited to, **CHEMICAL PLUME, WEAPONS OF MASS DESTRUCTION** and **NUCLEAR INCIDENT**.

Shelter areas should be located in central areas and should maximize the safety of its inhabitants. Safe areas may change depending on the emergency.

- Identify safe areas within the building you are occupying ahead of time.
- Notify the Safety and Security team and/or property management to shut off the HVAC system.
- Close, lock, and seal exterior doors.
- Stay inside building until notified it is safe to leave.
- If advised, cover mouth and nose with handkerchief, cloth, or paper towels/tissues.
- All persons must remain in safe areas until notified by emergency responders.

LOCKDOWN

Lockdown procedures may be issued in situations involving dangerous persons or other incidents that may result in harm to persons inside the building.

- The designated person in charge will issue the lockdown order.
- Direct all employees and visitors into secure rooms.
- Move all persons away from windows and doors.
- Have all persons get down on the floor.
- Allow no one to exit the building until police or emergency responders direct you to evacuate, or that all is clear.

VIOLENT OR HOSTILE PERSON

REPORT ANYONE WHO EXHIBITS THREATENING OR HARMFUL BEHAVIOR

1. If you see an individual that is armed and/or exhibiting violent or bizarre behavior, call 911.
 - Provide the dispatcher with a description of the behavior and physical characteristics and identifiers of the suspect.
 - Stay on the line with emergency dispatch as long as possible, or until police have arrived.
2. In the event that the individual enters the premises, all employees are to retreat to their own designated safety area.
3. Notify security.

TIPS FOR HANDLING SUSPICIOUS PERSONS

- DO NOT CONFRONT
- AVOID PROVOKING
- AVOID AREA OF DISTURBANCE
- SECURE YOUR AREA (lock doors if possible)

HOSTAGE SITUATION

In the event of a hostage situation, please be mindful of the following to keep yourself and your colleagues safe:

1. If the hostage taker is unaware of your presence, do not intervene.
2. Call 911 immediately and give the dispatcher the details of the situation.
3. Seal off the area near the hostage scene if possible.
4. All personnel not involved need to evacuate the area and give any known or observed details to the police.
5. Document the event to the best of your ability.

TIPS IF YOU ARE TAKEN HOSTAGE

1. Follow instructions of the hostage taker.
2. Try not to panic. Calm employees that are present.
3. Treat the hostage taker as normally as possible.
4. Be respectful to the hostage taker.
5. Ask permission to speak and do not argue or make suggestions.

POWER OUTAGE

In the event of a power outage, emergency lighting should activate automatically. Emergency lighting should be functional until power is restored. Follow these steps to ensure safety and security of the facility and employees:

1. Ensure all computers are properly shut down. Most computers are equipped with battery back-up which will allow for the proper shutting down of each unit during the outage. If the computer does not have a battery back-up, switch the unit off.
2. Contact the local power company to obtain outage information.
3. Locate flashlights if needed to navigate through the building.
4. Notify the Safety and Security team and/or property management.

BIOLOGICAL HAZARDS

Biological incidents can be as small as an infected animal or as large as a terrorist launched bio-hazardous attack. Use the following procedures in case of any of these types of incidents:

SICK/INFECTED ANIMALS

1. If you encounter a dead animal or an animal that appears to be sick or injured, do not approach the animal or pick it up.
2. Notify the Safety and Security team and/or property management immediately.
3. Arrangements will be made for the removal of the animal.

BIOLOGICAL HAZARDS

1. If you come in contact with a biological hazard, call 911.
2. Notify the Safety and Security team and/or property management of the incident and that authorities are on their way.
3. Do not attempt to clean it up.
4. Avoid contact with others to help minimize exposure.

Heartsaver® Adult CPR AED



Tap and shout.

Yell for help. Send someone to phone 911 and get an AED.

Look for no breathing or only gasping.



Push hard and fast.

Give 30 compressions

Open the airway and give 2 breaths.

Repeat sets of 30 compressions and 2 breaths.



If you are alone after 5 sets of 30 compressions and 2 breaths, phone 911, and then resume sets of 30:2.



When the AED arrives, turn it ON and follow the prompts.

SERIOUS INJURY/DEATH/SUICIDE

SERIOUS INJURY/DEATH

In the event of serious injury or death on the property, follow these steps:

1. Call 911.
 - Report:
 - TYPE of emergency
 - LOCATION of the victim
 - CONDITION of the victim
 - DANGEROUS CONDITIONS
 - Do not move the individual unless authorized by some medical authority, then assist the individual in the form of transportation to the nearest hospital.
2. Notify CPR/First Aid-certified persons in the vicinity.
3. If possible, isolate affected staff and/or visitors.
4. Ensure the scene is not touched or disturbed.
5. Notify the Safety and Security team.
6. Notification of next of kin to be performed by law enforcement personnel — not by security or personnel.

SUICIDE

In the event of suicide or attempted suicide on the property, follow these steps:

1. Call 911.
 - Report:
 - TYPE of emergency
 - LOCATION of the victim
 - CONDITION of the victim
 - DANGEROUS CONDITIONS
2. Attempt to calm the suicidal person.
3. Try to isolate suicidal person from other employees.
4. Stay with the person until police arrive; do not leave suicidal person alone.
5. Do not encourage, entice, or challenge said person.
6. Speak little and listen a lot.
7. Stay at a distance that prohibits them from being able to grab you.

ACTIVE SHOOTER



USE A CELL PHONE TO CALL 911

Quickly determine the most reasonable way to protect your own life:

1. RUN

- If there is an escapable path, attempt to evacuate the premises.

Be sure to:

- Have an ESCAPE ROUTE and plan in mind.
- EVACUATE regardless of whether others agree to follow.
- LEAVE YOUR BELONGINGS behind.
- HELP OTHERS ESCAPE, if possible.
- PREVENT OTHERS FROM ENTERING an area where an active shooter may be.
- Keep your HANDS VISIBLE.
- FOLLOW THE INSTRUCTIONS of any law enforcement officers.
- DO NOT ATTEMPT TO MOVE wounded people.
- CALL 911 when you are safe.

2. HIDE

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the active shooter's view
 - PROVIDE PROTECTION if shots are fired in your direction (i.e., an office with a closed and locked door)
 - Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- LOCK THE DOOR.
- BLOCKADE THE DOOR with heavy furniture.
- TRY NOT TO MAKE YOUR PRESENCE KNOWN.

If the active shooter is nearby:

- LOCK the door.
- SILENCE your cell phone.
- Turn off any source of noise (e.g., radios, televisions, computers).
- HIDE behind large items (e.g., cabinets, desks).
- REMAIN QUIET.

If evacuation and hiding out are impossible:

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

3. FIGHT

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - Acting as AGGRESSIVELY as possible against him/her
 - THROWING ITEMS and improvising weapons
 - YELLING
 - COMMITTING TO YOUR ACTIONS

4. HOW TO RESPOND TO LAW ENFORCEMENT

- Law enforcement's purpose is to stop the shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
 - Officers usually arrive in teams of four (4).
 - Officers may wear regular patrol uniforms or external bullet proof vests, Kevlar helmets, and other tactical equipment.
 - Officers may be armed.
 - Officers may use pepper spray or tear gas to control the situation.
 - Officers may shout commands, and may push individuals to the ground for their safety.
- How to react when law enforcement arrives:
 - REMAIN CALM and follow officer's instructions.
 - PUT DOWN ANY ITEMS IN YOUR HANDS (e.g., jackets, bags, etc.).
 - Immediately RAISE HANDS AND SPREAD FINGERS.
 - AVOID MAKING QUICK MOVEMENTS towards officers, such as holding onto them for safety.
 - AVOID POINTING, SCREAMING, or YELLING.
 - DO NOT STOP to ask officers for help or direction when evacuating; just proceed in the direction from which the officers are entering.
- Information to provide to law enforcement or 911 operator:
 - LOCATION of the active shooter
 - NUMBER OF SHOOTERS, if more than one
 - PHYSICAL DESCRIPTION of shooter(s)
 - NUMBER AND TYPE of weapon
 - NUMBER OF POTENTIAL VICTIMS

5. CONTACT THE SAFETY & SECURITY TEAM AND/OR PROPERTY MANAGEMENT

See something, say something!

BOMB THREAT

INSTRUCTIONS:

DO NOT HANG UP (even if the caller does),
 SIGNAL OR PASS NOTE TO OTHER STAFF TO NOTIFY AUTHORITIES,
 BE CALM, BE COURTEOUS,
 LISTEN,
 DO NOT INTERRUPT THE CALLER, and
 TRY TO OBTAIN THE FOLLOWING INFORMATION:

Time: _____

Date: _____

Exact words of the person placing the call: _____

KEEP THE CALLER TALKING — STAY CALM — ASK QUESTIONS IN ORDER

Circle One: Local Long Distance

Internal Unsure

Where is the bomb located? (building, floor, room, etc.)

1. When will it go off?
2. What does it look like?
3. What kind of bomb is it?

4. What will make it explode?
5. Did you place the bomb? Yes No
6. Why?
7. Do you know that the bomb may kill or injure innocent people?
8. Where are you now?
9. What is your name?

TRY TO DETERMINE THE FOLLOWING INFORMATION ABOUT THE CALLER (CIRCLE AS APPROPRIATE):

Where is the caller located? (background/level of noise/distinguishing sounds)

CALLER'S VOICE:	MALE/FEMALE	ADULT/JUVENILE	ESTIMATE AGE:
VOICE:	LOUD/SOFT	HIGH PITCHED/DEEP	RASPY/PLEASANT
ACCENT:	LOCAL	NOT LOCAL	FOREIGN/REGIONAL
SPEECH:	FAST/SLOW	DISTINCT/DISTORTED	STUTTER/NASAL/SLURRED/LISP
LANGUAGE:	EXCELLENT/GOOD/FAIR/POOR/FOUL	DELIBERATE/CASUAL	INTOXICATED/SOBER
MANNER:	COHERENT/INCOHERENT	RIGHTEOUS	CALM/ANGRY
LAUGHING	EMOTIONAL	RATIONAL/IRRATIONAL	

Did caller seem familiar with company, building, employees? Yes No

Additional information or comments: _____

Receiving telephone number: _____

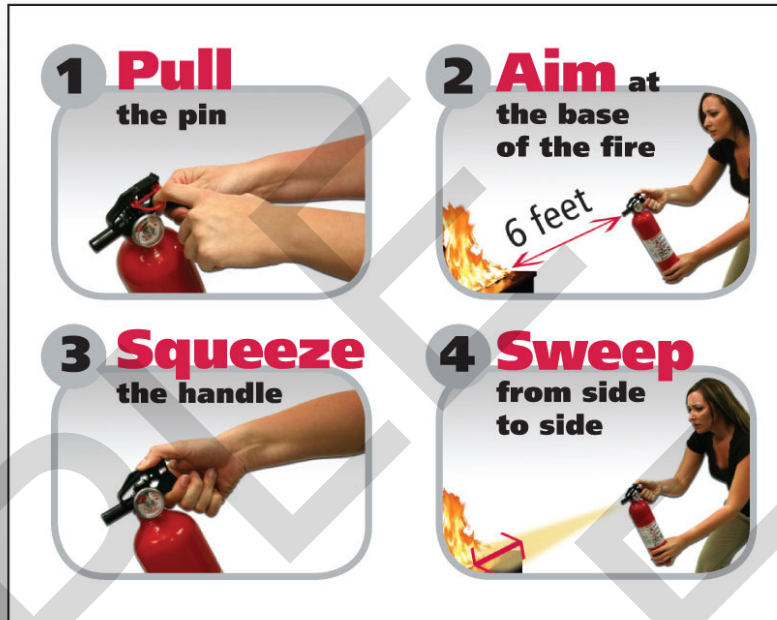
Person receiving the call: _____

ACTION TO TAKE IMMEDIATELY AFTER CALL:

- Contact members of management listed on the contact page.
- Do not discuss this incident with anyone except security and authorized management.
- Do not re-enter building until cleared by police and management.

HOW TO USE A FIRE EXTINGUISHER

Remember the Phrase **PASS**



FIRE

If you discover a fire, **INITIATE THE FIRE ALARM IMMEDIATELY.**

1. From a safe location call the Fire Department (911). Provide the nature and location of the fire. Stay on the line with dispatch until the Fire Department has arrived, or they indicate it is safe to hang up.
2. **EVACUATE** the building utilizing the evacuation plan and routes section of this guide. Valuables may be collected (e.g., purse, phone, coats, etc.) if within reach, and will not interfere with the evacuation of the building. Doors should be closed but not locked upon evacuating.
3. If you come across an employee or visitor, you should direct them to evacuate the building. If you come across someone who is disabled or having difficulty evacuating, you should assist them in evacuating the building if doing so will not endanger your personal health or safety or that of the individual needing assistance.

If you are **TRAPPED BY SMOKE:**

- Stay low and cover your mouth with a wet cloth.
- Stay near a window.
- Open the window but do not break it.
- Hang something out of the window to let authorities know you are there.
- Put something in cracks around the door.
- Call 911 if possible.

Be familiar with the following:

- ✓ Location of fire extinguishers
- ✓ Location of designated assembly area
- ✓ Location of any exit
- ✓ Evacuation plan
- ✓ Location of any first aid kit

FIRE EXTINGUISHERS

Use only if it is feasible to do so without jeopardizing personal health and safety.

IMMEDIATE EVACUATION IS SAFEST

- ✓ Never use water on an electrical or flammable liquid fire. Use a dry chemical or carbon dioxide extinguisher only.
- ✓ When using a dry chemical extinguisher on a flammable liquid fire, stay back a minimum of 10 feet from the fire.
- ✓ Start at the leading edge of the fire and use a **SIDE TO SIDE SWEEPING ACTION** to extinguish the fire.

Remember the acronym **P.A.S.S.**

Pull the pin;

Aim at the base of the fire;

Squeeze the discharge handle;

Sweep from side to side.

If rescue authorities are called for, the Fire Department will perform these duties. Please pay attention to the location and status of any person needing rescue and relay that information to the Fire Department.

EARTHQUAKE, LIGHTNING

EARTHQUAKE

Indoors:

- STAY INDOORS; do not exit the building.
- TAKE COVER underneath table, desk or doorway, if possible – DROP, COVER, HOLD-ON.
- STAY AWAY from all windows and large glass objects.
- AVOID being underneath heavier object such as lights, wall hangings, and other items that may fall.
- HELP DIRECT people with special needs to a safe place, if necessary.
- WHEELCHAIR-bound individuals should lock breaks.

Outdoors:

- Move to an area AWAY from trees, buildings, walls, and power lines.
- DROP TO KNEES and get into fetal position, close your eyes, and cross your arms over the back of your neck for protection.
- REMAIN in position until shaking has stopped.

After shaking stops:

- DO NOT USE cell phones, EXCEPT to report serious injuries.
- ASSIST in the building evacuation of people with special needs, if possible.
- TUNE radios to an emergency broadcast or local radio station for news updates and instructions.

TORNADO/THUNDERSTORM/MICROBURST

A TORNADO WATCH means that conditions are favorable for tornadoes and severe thunderstorms in and close to the watch area. A TORNADO WARNING is an URGENT announcement that a tornado has been reported and warns that you should take immediate action to protect life and property.

Indoors:

- STAY INDOORS; do not exit building or use elevators. You could be trapped in them if the power is lost. Locate an interior room.
- GO directly to an enclosed, windowless area in the center of the building. Corners or building support columns are best. Avoid middle of exterior walls.
- CROUCH DOWN and cover your head.
- AVOID being underneath heavier objects, such as lights wall hangings and other items that may fall.
- REMAIN INSIDE until tornado has passed, or you are cleared to leave. Do not use matches or lighters, in case there are leaking natural gas pipes or fuel tanks nearby.
- HELP DIRECT people with special needs to a safe place, if necessary.
- IF INSTRUCTED to evacuate, refer to the EVACUATION PROCEDURES section of this plan.

Outdoors:

- MOVE AWAY from trees, buildings, walls, and power lines.
- SEEK the lowest possible ground (e.g., ditch, small trench). Lying flat in a ditch or low-lying area may be the only thing available. Note: never enter an opening or trench where a cave-in or flooding may be possible.
- STAY AWAY from power lines and puddles with wires in them. They may be LIVE.
- DO NOT USE matches or lighters, in case there are leaking pipes or fuel tanks nearby.
- REMAIN in position until noise and high winds have stopped
- DO NOT ENTER any building that is deemed or looks UNSAFE.

- BE PREPARED to evacuate if instructed to do so.
- IF INSTRUCTED to evacuate, refer to the EVACUATION PROCEDURES section of this plan.
- DO NOT ENTER any building that is deemed or looks UNSAFE.
- DO NOT USE open flames, cigarettes, or lighters.

LIGHTNING

- SEEK protective SHELTER immediately.
- If OUTDOORS, DO NOT STAND underneath tall isolated objects. Avoid projecting above the surrounding landscape.
- Seek shelter in a low area under a thick growth of small trees. Avoid open areas. SEEK LOW AREAS such as a ravine or valley.
- GET OFF or AWAY from OPEN WATER, as well as metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out, keeping people several yards apart.
- REMEMBER, lightning may strike some miles from the parent cloud. If you feel your hair stand on end, lightning may be about to strike you.
- DROP TO YOUR KNEES and BEND FORWARD, putting your hands on your knees. Do not lie flat on the ground.

FLOOD/SNOWSTORMS/COLD

FLOODS

- Result from rain, snow, coastal storms, storm surges, and overflows of dams and other water systems;
- Develop slowly or quickly (flash floods can come with no warning);
- Cause outages, disrupt transportation, damage buildings, and create landslides.

IF YOU ARE UNDER A FLOOD WARNING, FIND SAFE SHELTER RIGHT AWAY

- Do not walk, swim, or drive through flood waters. Turn Around, Don't Drown!
- Just six inches of moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off of bridges over fast-moving water.
- Determine how best to protect yourself based on the type of flooding.
- Evacuate if told to do so.
- Move to higher ground or a higher floor.

Stay where you are.

SNOWSTORMS & EXTREME COLD

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion. Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds. A winter storm can:

- Last a few hours or several days;
- Knock out heat, power, and communication services; and
- Place older adults, young children, and sick individuals at greater risk.

IF YOU ARE UNDER A WINTER STORM WARNING, FIND SHELTER RIGHT AWAY

- Stay off roads.
- Stay indoors and dress warmly.
- Prepare for power outages.
- Use generators outside only and away from windows.
- Listen for emergency information and alerts.
- Look for signs of hypothermia and frostbite.
- Check on neighbors.

HOW TO PREPARE FOR NATURAL DISASTERS AND INCLEMENT WEATHER

- Know your area's risk.
- Sign up for your community's warning system.
- Learn and practice evacuation routes.
- Keep important documents in water proof containers.
- Become familiar with signs of hypothermia and frost bite.

EVACUATION PROCEDURES

When there is an emergency, getting out of multi-level buildings can pose special challenges. Preparing in advance is essential to the safety of employees. To aid in preparation should the need arise, please be aware of the following:

- √ Be familiar with the Evacuation Plan Map for your building/area of the building.
- √ Know the pathway to at least two exits on your floor and near your workspace.
- √ Recognize the sound/signaling method of the fire/evacuation alarms.
- √ Know how many desks or cubicles are between your work station and two of the nearest exits so you can escape in the dark, if necessary.
- √ Know where the fire/evacuation alarms are located and how to use them.
- √ Report damaged or malfunctioning safety systems and back-up systems.

WHEN EVACUATION BECOMES NECESSARY

1. Leave the area quickly but in an orderly fashion, following the Evacuation Plan Map included in this guide for your work area.
2. Listen carefully to instructions from responding law enforcement or emergency responders and/or designated person(s) in charge.
3. If there is a fire, crawl low under the smoke to breathe cleaner air. Test doors before opening them by placing the back of your hand against the door so you do not burn the palm of your hand and fingers. Do not open a hot door; find another exit route. Keep “fire doors” closed to slow the spread of smoke and fire.
4. Avoid using elevators when evacuating.
5. When using the stairwells for evacuation, keep a double file line flowing forward.
6. Report to the designated meeting place, as shown on the Evacuation Plan Map included in this guide for your work area.
7. Report the incident to the Safety and Security Team and/or property management, if necessary.
8. Don't re-enter the building until directed by authorities.

IF YOU BECOME TRAPPED

- √ Stay calm and take steps to protect yourself.
- √ Go to a room with an outside window and call for help if possible.
- √ Stay where rescuers can see you and wave a light-colored cloth to attract attention.
- √ Stuff clothing, towels, or newspaper around the cracks.

SAMPLE
SAMPLE
SAMPLE
SAMPLE