EMERGENCY OPERATIONS PLAN

Business Name: [Business Name]

Business Address: [Address]

Date adopted/effective [MM/DD/YYYY]

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APPROVAL AND IMPLEMENTATION

This Emergency Operations Plan addresses [Business Name]'s planned response to extraordinary emergency situations associated with all hazards including natural disasters, technological emergencies and biological incidents. It is the principle guide for mitigating emergencies and incidents; ensuring protection of life, health, safety and property and aiding in recovery operations to ensure that the business returns to pre-emergency operation. This plan is intended to facilitate coordination with local first responders and establish a framework for an effective system of comprehensive emergency management.

In order to execute this plan effectively and mobilize available resources, all personnel must have knowledge of the procedures set forth in this plan and be trained in its use. Personnel having roles and responsibilities established by this plan are expected to be familiar with their roles based on the provisions of this plan. While it is a delicate line of maintaining a secure yet open environment, [Business Name] strives to create an effective balance between security and business goals while promoting our own unique business culture.   Ohio Businesses are encouraged but not required to utilize this tool in creating or editing their existing plans.

Modifications to this plan may be made under the direction of the [Title] [Name].

This plan supersedes any previous versions.

_____   _____

[Authority Signature]   Date

I. INTRODUCTION & EMERGENCY CONTACTS

A. Purpose of the Plan

The purpose of the Emergency Operations Plan (EOP) is to provide information on how to respond to emergency incidents by outlining the responsibilities and duties of [Business Name] and its employees. This plan has been customized to meet the specific and unique needs, capabilities and circumstances found at this location.

This plan provides employees and First Responders with assurances that [Business Name] has established guidelines and procedures to respond to incidents/hazards in an effective way. The plan will be assessed, and reassessed as necessary to ensure that the information contained within is meaningful and up to date. [Insert survey/assessment tool utilized by the business, such as the Ohio Safer Business Survey] will be utilized to conduct the assessment/survey on a [insert time frame for completion of surveys] basis to improve the plan.

B. Record of Distribution

[Business Name] has offered a copy of the EOP to each First Responder agency with jurisdiction over the building (s). A list of organizations that have been provided a copy of the plan follows:

> [Specific] Police Department
> [County] Sheriff's Office
> [Specific] Fire Department
> [Specific] Emergency Medical Service
> [County] Emergency Management Agency

C. Scope of the Plan

The EOP provides guidelines and procedures for dealing with existing and potential incidents. The plan outlines the expectations of employees as well as providing authority for personnel to enact the plan, in whole or in part, in the event of an emergency affecting the facility.

D. Plan Overview

The business operations plan consists of 5 sections:

1. Basic Plan
2. Functional Annexes
3. Hazard and Threat Specific Annexes
4. Mitigation and Recovery Information
5. Facility Self-Assessment

E. Plan Activation

In order to provide an effective response to an emergency or incident, this plan and its annexes may be activated in part or in whole, as necessary, by [Title and Name, Primary and Alternate Contact Information].

F. Order of Succession

A pre-identified order of succession allows for continuity of leadership if the established senior leader is not available. This ensures the decision making authority and operational control is clear so that critical emergency functions can be performed in the absence of the authorized administrator.

In the absence of the senior administrator, the authority to activate the plan shall pass to:

First Alternate: [Name and/or Title]

Second Alternate: [Name and/or Title]

Emergency Contact Sheet

Date of Last Update: _____

Name of Business: _____

    Building Street Address:_____

    City: _____ County: _____ Zip: _____

    Submitting Official's Name: _____

    Position: _____

Key Contact Information

Business Owner/Manager:

    Cellular Telephone:

Custodial Staff Name:

    Cellular Telephone:

Keyholder's Name:

    Cellular Telephone:

Key Box Location (where applicable):

Primary Jurisdiction of Responding Agencies
Police Department:

    Contact Number:

    Police Chief's Name:

Fire Department:

    Contact Number:

    Fire Chief's Name:

EMS/Ambulance Service:

    Contact Number:

County Emergency Management Agency Director:

    Contact Number:

<u>Location of Business Emergency Management Plan Documents</u>

Location of Full-Size Floor Plans (hard copy)

> <mark>On-Scene:</mark>

> <mark>Off-Site:</mark>

Location of Full Business Emergency Management Plan Documents (hard-copy)

> <mark>On-Scene:</mark>

> <mark>Off-Site:</mark>

<mark>Details on how to access listed locations:</mark>

II. SITUATION OVERVIEW

A. Building Information

[Business Name] is located on a [number] acre lot and includes [number] of buildings.

B. General Population

Current facility population is approximately [number of employees] employees *during normal operational hours*. Additionally, there are approximately [number of contractors] contractors, and [number of visitors] visitors at this location.

C. Functional Needs Population

[Business Name] is committed to the needs of employees with functional needs. The functional needs population includes, but is not limited to:

- [List function needs as needed, such as mobility assistance devices]

A list of employee's that have been trained and assigned to assist the functional needs population during drills, exercises, and incidents is available at [location].

D. Planning Assumptions

The following list of standard planning assumptions allow for deviation from the plan if certain assumptions or conditions prove not to be true during operations:

- The business community will continue to be exposed and subject to hazards and incidents described in the Hazard Analysis Summary, as well as lesser hazards and others that may develop in the future.
- A major disaster could occur at any time and at any place. In many cases, dissemination of warning to the public and implementation of increased readiness measures may be possible; however, some emergency situations occur with little or no warning.
- A single site incident (e.g., fire, gas main breakage) could occur at any time without warning and the employees of the business affected cannot wait for direction from local emergency response agencies. Action is required immediately to save lives and protect the business' property.
- Following a major or catastrophic incident, the business may have to rely on its own resources to be self-sustaining for up to 72 hours.
- There may be a number of injuries of varying degrees of seriousness to customers and/or employees. Rapid and appropriate response will reduce the number and severity of injuries.

- Outside assistance from local fire, law enforcement and emergency managers will be available in most serious incidents. Because it takes time to request and dispatch external assistance, it is essential for the business to be prepared to carry out the initial incident response until responders arrive at the incident scene.
- Proper prevention and mitigation actions, such as creating a positive business environment and conducting fire and safety inspections, could prevent or reduce incident- related losses.
- Utilize the self-assessment tool to assist in the identification of any potential vulnerabilities/gaps.
- Maintaining the EOP and providing frequent opportunities for stakeholders (employees, emergency responders, etc.) to exercise the plan through live drills and table-top exercises can improve the readiness to respond to incidents.
  - Capturing the frequency, type, and effectiveness of drills and exercises is crucial to ensuring continual improvement of the plan (*expand as needed*):

Date	Threat/Type of Drill or Exercise	Partners Involved	Successes (Sustainment)	Needs Improvement
7/30/2016 (EXAMPLE ENTRY)	Active Shooter / Full-scale exercise	XYZ Police Department, ABC Sheriff's Office	Communication, Building Sweep, Perimeter Control	Review Evacuation Site, Traffic Control on Access Road

E. Planning Limitations

It is the policy of [Business Name] that no guarantee is implied by this plan of a perfect incident management system. As personnel and resources may be overwhelmed, [Business Name] will endeavor to make every reasonable effort to manage the situation with the resources and information available at the time.

F. Outside Dependencies

During or after an incident, many of the products and services used to meet the daily needs of [Business Name] may not be available. Alternate sources for products and services will be utilized. Included below are identified critical products and services and their alternate source. If excavation is necessary to resume service to utilities, please remember to call Ohio Utilities Protection Service at 1-800-362-2764 or 811 before digging.

Identify important outside dependencies and how their loss will be replaced or substituted.

- Cleaning & Restoration   [Primary Source– Contact, 24/7 Contact information]
                             [Alternate Source– Contact, 24/7 Contact information]

- Electric   [Primary Source – Contact, 24/7 Contact information]
                    [Alternate Source –Contact, 24/7 Contact information]

- Food Service   [Primary Source– Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- Gas   [Primary Source - Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- HVAC   [Primary Source - Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- IT/Network   [Primary Source - Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- Mechanical   [Primary Source - Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- Security Systems   [Primary Source - Contact, 24/7 Contact information]
                       [Alternate Source– Contact, 24/7 Contact information]

- Telecommunications   [Primary Source– Contact, 24/7 Contact information]
                         [Alternate Source– Contact, 24/7 Contact information]

- Uniform   [Primary Source– Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- Water   [Primary Source– Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- Wastewater   [Primary Source– Contact, 24/7 Contact information]
                    [Alternate Source– Contact, 24/7 Contact information]

- [Other]   [Primary Source– Contact, 24/7 Contact information]

III. ORGANIZATIONAL ROLES AND RESPONSIBILITIES

This section provides an overview of organizational functions as well as the roles and responsibilities of management, employees, first responders and emergency management. It describes the expected actions of those impacted or responding to an emergency.

In a major emergency or disaster, [Facility Name] may be damaged or need to be evacuated, people may be injured, and/or other incident management activities may need to be initiated. Facility management and employees are expected to take charge and manage the incident until it is resolved or command is transferred to someone more qualified, usually an emergency responder agency with legal authority to assume responsibility.

All activities necessary in managing an incident must be organized and coordinated to ensure the most efficient response.

Until emergency responders arrive on-scene, [Title / Name] is responsible for activating the EOP, including common and/or specialized procedures, as well as hazard-specific incident plans. [Title / Name] may delegate the authority to direct all incident activities to a senior employee's member. This position may be called the "Incident Commander" and should be the person most qualified to manage the specific type of incident. [Title / Name] has designated the following primary and alternates as "Incident Commander":

> First Alternate: [Name and/or Title].

> Second Alternate: [Name and/or Title].

Contacting First Responders

The following methods will be used to contact first responders:

- Office phone
- Business or personal cell
- Alarm system
- Radio (if applicable)
- [Other]

A. Expected Actions of First Responders

When an incident occurs at the Facility, Local First Responders as well as other requested agencies will respond to the emergency. With these various agencies operating together there are the following expectations:

- The appropriate responding agency will assume command of the incident.
- The local first responders will develop an effective response to mitigate the incident in a timely manner.

- The Incident Commander will activate Unified Command (shared authority structure by two or more individuals) as appropriate.
- Insert organizational chart based on the Incident Command System https://training.fema.gov/emiweb/is/icsresource/assets/icsorganization.pdf)

Once an emergency responder agency with legal authority to assume responsibility arrives on scene, the Incident Commander will transition command to that Incident Commander and move to serving within the incident command structure.

B. Expected Actions of Management and Employees

Senior Administration

Senior administration/leadership is responsible for overseeing the entire incident and providing guidance on policy, helping resolve issues, and finding necessary resources for the Incident Commander.

Responsibilities include:

- Provide guidance on district/corporate policy to Incident Commander.
- Help resolve any issues or conflicts identified by the Incident Commander.
- Identify and find necessary resources within the community that have been requested by the Incident Commander.
- Participate in Unified Command if/when established.
- [add additional duties, as appropriate]

Incident Commander

Expectations include:

- Assume overall direction of all incident management activities based on procedures outlined in the EOP.
- Take steps deemed necessary to ensure the safety of employees and visitors.
- Determine whether to implement incident management protocols established in the EOP (e.g., Evacuation, Reverse Evacuation, Shelter in Place, etc. as described more fully in the annexes).
- Arrange for transfer of employees and visitors when safety is threatened by a disaster.
- Ensure communication with emergency services personnel.
- Keep the senior administration informed of the situation.
- Transfer command when first responders arrive on scene.
- Participate in Unified Command if established by the Incident Commander.
- Direct Facility Safety Team in establishing a perimeter around any dangerous/hazardous situations
- [add additional duties, as appropriate]

Facility Safety Team

Expectations include:

- Take steps deemed necessary to ensure the safety of employees and visitors.
- Execute assignments as directed by the Incident Commander.
- Provide assistance to the Incident Commander.
- Monitor radio emergency broadcasts.
- Assist with health incidents as needed, acting as messengers, etc.
- Account for visitors and contractors.

Facility Employees

Expectations include:

- Cooperate during emergency drills/exercises and during an incident.
- Learn to be responsible for themselves and others in an incident.
- Understand the importance of not being a bystander by reporting situations of concern.
- Develop an awareness of natural, technological, and human-caused hazards and associated prevention, preparedness and mitigation measures.
- Take an active part in business incident response/recovery activities, as age appropriate.
- Follow and encourage the "See Something Say Something" and the "See Something Send Something" Programs to recognize and report suspicious activity: https://homelandsecurity.ohio.gov/doc/safer_ohio_business_flyer.pdf https://homelandsecurity.ohio.gov/doc/see_something_card0616.pdf
- [add additional duties, as appropriate]

C. Facilities and Building Operations Personnel

Expectations include:

- Survey and report building damage to the Incident Commander.
- Control main shutoff valves for gas, water and electricity and ensure that no hazard results from broken or downed lines.
- Provide damage control as needed.
- Assist in the conservation, use and disbursement of supplies and equipment.
- Keep the Incident Commander informed of facility conditions.
- [add additional duties, as appropriate]

D. Public Information Officer / Public Affairs

Expectations include:

- Help create the policies and plans for communicating emergency information internally and to the public.
- Help establish alternative means to provide information in the event of a failure of power, phone or other lines of communication.
- Establish a media site and reception area away from the facility and any established Incident Command Post.
- Develop materials for use in media briefings.
- Provide regular updates to media and business community.
- Coordinate media communications.
- Provide only information that has been approved to be released by the Incident Commander in charge of the scene.
- Monitor release of information and correct misinformation.
- Coordinate messages with the Incident Commander/senior leadership.
- [add additional duties, as appropriate]

IV. FUNCTIONAL CONTENT

The following functional content provides common protocol and procedures that are implemented and referenced within the hazard and threat specific annexes in this plan. Each functional content area has been customized to fit [Facility Name]'s needs, capabilities, and unique circumstances. Every business is encouraged to further customize their plan to address their own unique situation(s).

To become familiar with these functional annexes employees should participate in drills and, if necessary, additional training.

EVACUATION ANNEX

I. PURPOSE

Evacuation will take place if it is determined that it is safer outside than inside the building (fire, explosion, intruder, hazardous material spill, etc.) and employees and visitors can safely reach the evacuation location without danger (parking lot or off-site location in the community).

II. RESPONSIBILITIES

A. Facility Incident Commander

- Call or designate another to immediately call public safety (9-1-1) (police, fire and emergency responders) to give notice the facility has been evacuated.
- Communicate the need to evacuate the building or a specific area of the building to the building employees and other occupants by activating the fire alarm or by a public address system or bullhorn. Follow up the initial notification advising that this is not a drill or test utilizing a company template if possible.
- Determine evacuation routes based on location of the incident and type of emergency, and ensure staff is trained and knows where to evacuate.
- Communicate changes in evacuation routes based on location and type of emergency.
- Designate employees with assigned radios and/or cell phones to assist in evacuation procedures.
- Monitor the situation and provide updates and additional instructions as needed.
- Communicate when it is safe to re-enter the building or re-occupy a section of the facility.

B. Facility Safety Team

- Instruct employees to exit the building using the designated emergency exit routes or as directed by the Incident Commander. Emergency exit routes should be diagramed on a floor plan drawing posted near the door inside each room.
- Use a secondary route if the primary route is blocked or hazardous. Exit routes and the location of the inside the building evacuation location will be selected and communicated by the Incident Commander at the time of the emergency and the evacuation.
- Ensure that employees and others do not use radios if a suspicious package has been located nearby which could cause the device to activate.
- Help those needing special assistance. Employees with functional needs that prohibit normal evacuation will be assisted out of the building, if possible, or will be taken to an area of refuge. Emergency Responders will be notified immediately of any individuals in an area of refuge.
- Do not stop for personal belongings.
- Check the restrooms and common areas for employees and visitors while exiting.

- Use designated personnel to serve as an advanced party to verify that the evacuation routes are operable/safe as well as the evacuation site itself (if a suspicious package/vehicle is found, please see the bomb threat annex)
- Go to designated evacuation assembly area (minimum of 50 feet from building is required in fire evacuation and 300 feet from building for bomb threat, chemical spill inside building, or other directed evacuations).
- When outside the building or inside the building evacuation location, check for injuries.
- Account for all employees and visitors. Immediately report any missing or injured to the Incident Commander.
- Wait for additional instructions.

C. Facility Employees

- Cooperate during emergency drills/exercises and during an incident.
- Learn to be responsible for themselves and others in an incident.
- Understand the importance of not being a bystander by reporting situations of concern.
- Develop an awareness of natural, technological, and human-caused hazards and associated prevention, preparedness and mitigation measures.
- Take an active part in business incident response/recovery activities, as appropriate.

D. Evacuation Locations

- In the event of an evacuation of the building, initially all persons will evacuate to [specific on evacuation location, and if needed/desired, an alternate location].

DENY ENTRY/LOCKDOWN ANNEX

I. PURPOSE

Lockdown is the initial physical response to provide a time barrier during an active shooter/intruder event. Lockdown is not a stand-alone defensive strategy. When securing in place, this procedure should involve barricading the door and readying a plan of evacuation or counter tactics should the need arise.

II. RESPONSIBILITIES

A. Incident Commander

- Make the following announcement using the building public address system, 2-way radio, telephone, or megaphone:

  YOUR ATTENTION PLEASE. WE ARE EXPERIENCING AN EMERGENCY SITUATION AND WE ARE NOW UNDER LOCKDOWN.

- Designate employees to call 9-1-1, identify the name and address of the facility, describe the emergency, state the facility is locking down, provide intruder description and weapon(s) if known, and identify the location of the facility command post. Direct employees to stay on the phone to provide updates and additional information.
- Notify employees outside to immediately move to the off-site assembly area(s) and continue with follow up information with a pre-determined method (email to mobile devices, text messaging, or through designated floor/office leaders/supervisors).

B. Facility Safety Team

- Clear the general area and go to safe areas.
- Lock doors.
- Move any large objects in front of doors to act as barricades. All moveable items such as chairs should be used as well.
- Take attendance and be prepared to notify Incident Commander of missing employees and visitors.
- Do not place employees in one location within the room.
- Employees may utilize methods to distract the shooter/intruder's ability to accurately shoot or cause harm, such as loud noises or aiming and throwing objects at the shooter/intruder's face or person.
- Allow no one outside of the safe area until the Incident Commander gives the "All Clear" signal unless a life-threatening situation exists and a means to safe exit is available (through a window or other safe passage).

C. Facility Employees

- Cooperate during emergency drills/exercises and during an incident.
- Learn to be responsible for themselves and others in an incident.
- Understand the importance of not being a bystander by reporting situations of concern.
- Develop an awareness of natural, technological, and human-caused hazards and associated prevention, preparedness and mitigation measures.
- Take an active part in business incident response/recovery activities, as age appropriate.

SHELTER-IN-PLACE

I. PURPOSE

The shelter-in-place procedure provides a refuge for employees and visitors inside the Facility during an emergency. Shelters are located in areas of the building that maximize the safety of occupants. Shelter-in-place is used when evacuation would place people at risk. Shelters may change depending on the emergency.

II. RESPONSIBILITIES

A. Incident Commander

- Make the following announcement using the building public address system, 2-way radio, telephone, or megaphone:

  YOUR ATTENTION, PLEASE. WE ARE EXPERIENCING AN EMERGENCY SITUATION AND NEED TO IMPLEMENT SHELTER-IN-PLACE PROCEDURES. EMPLOYEES AND VISITORS ARE DIRECTED TO MOVE TO THE DESIGNATED SHELTER LOCATIONS AND SAFE AREAS. ALL EMPLOYEES AND VISITORS OUTSIDE ARE TO IMMEDIATELY MOVE TO AN INSIDE ROOM.

- Order a REVERSE EVACUATION for employees and visitors outside to move inside the building.
- Direct employees to close all windows and doors.
- If warranted, order the shut-off of heating, ventilation and air conditioning systems to stop the inflow of outside air into the building.
- Designate employees to monitor radio, Internet, and other media for information on incident conditions that caused the SHELTER-IN-PLACE.
- Contact and consult with public safety officials as appropriate.
- Be prepared to announce additional procedures due to changing conditions of the incident, such as DROP COVER AND HOLD or to announce an "All Clear."
- Continue with follow up information with a pre-determined method (email to mobile devices, text messaging, or through designated floor/office leaders/supervisors).

B. Facility Safety Team

- Move employees into designated safe areas such as inside rooms with no windows, restrooms, utility closets or hallways without large windows or doors.
- Close doors and windows when leaving the room.
- Have everyone kneel down and be ready to cover their heads to protect from debris, if appropriate.
- For severe weather, if there is no time to get into a building or shelter, attempt to squat or lie low in the nearest ravine, open ditch or low spot away from trees and power poles.

- If movement into the building would expose persons to a hazardous chemical plume, employees should move to designated outdoor assembly areas upwind or cross-wind from the spill.
- All persons must remain in the shelter until notified by the Incident Commander or public safety official that it is safe to exit.
- Take attendance and be prepared to notify Incident Commander of missing employees and visitors.

C. Facilities and Building Operations Personnel

- Shut off utilities as directed by Incident Commander or public safety official.
- Turn off ventilation systems (heating, ventilation and air conditioning) as directed and if appropriate.
- Post Shelter-in-Place cards at the primary entrances to the building(s), if appropriate and safe to do so, depending on the type of incident that is occurring. For example, such cards should not be used with an ACTIVE SHOOTER, INTRUDER or during an incident involving a person intent on violence known to be in the building and not yet contained.

<u>REVERSE EVACUATION</u>

I. PURPOSE

Reverse evacuation should occur when conditions are safer inside the building than outside, generally when conditions involve severe weather, community emergencies, gang activity, or a hazardous material release outside of the facility.

II. RESPONSIBILITIES

A. <u>Incident Commander</u>

- Order a REVERSE EVACUATION for employees and visitors outside to move inside the building.
- Notify public safety by calling 9-1-1: police, fire and emergency services responders, as appropriate.
- Designate employees to monitor radio, Internet, and other media for information on incident conditions.
- Close and lock all exterior doors and windows.
- Maintain contact with public safety officials and consult on whether additional procedures should be activated due to changing conditions of the incident, such as DROP, COVER, AND HOLD or SHELTER-IN-PLACE.
- Continue with follow up information with a pre-determined method (email to mobile devices, text messaging, or through designated floor/office leaders/supervisors).

B. <u>Facility Safety Team</u>

- Immediately move employees and visitors to safe areas using the closest entry.
- No employees and visitors should be outside the building.
- Close and lock all exterior doors and windows.
- If movement into the building would present a danger, direct employees and visitors to designated assembly areas or off-site assembly areas.
- Take attendance and account for all employees and visitors and report anyone missing to the Incident Commander.
- Wait for further instructions from the Incident Commander or from a public safety official.
- Monitor the main entries until the "All Clear" is given.

COMMUNICATIONS AND NOTIFICATION ANNEX

I. PURPOSE

Communication is a critical part of incident management. This section outlines [Facility Name]'s communications plan and supports its mission to provide clear, effective internal and external communication between the facility, employees, emergency responders, the community and media.

Templates for statements/ press releases, the communication plan and media contacts at the major television, Internet, and radio stations are maintained by [insert position] and located [location].

II. RESPONSIBILIITES

A. Communication between Management and Employees

Facility personnel will be notified when an incident occurs and kept informed as additional information becomes available and as plans for management of the incident evolve. The following practices will be utilized to disseminate information internally when appropriate:

This list should be customized to fit the facility's communication options.

- **Telephone:** Phone calls from management to employees may be used when direct communication is necessary.
- **Text-Messaging System/E-mail System:** A text-messaging or e-mail system is available to provide those who are registered to receive messages with updates during an incident.
- **E-mail:** When mass communication of a standard message is necessary a mass e-mail will be sent from an authorized account or user to all employees as necessary. Instant messaging programs may also be available.
- **Mass Notification System:** [Describe the facility's mass notification system]
- **Employees Meetings**
- **Two-way radio:** Two-way radios provide a reliable method of communication between the facility and employees.
- **Computers:** A wireless laptop computer may be used for communication. Email may be a useful tool for updating information for employees and management.
- **Fax machines:** Possible uses include off-site access to receive and send critical information.
- **Alarm systems:** Bells or buzzers are in place and sound in different ways to signal different types of incidents – for example, fire, lockdown, or special alert (with instructions to follow). All employees should be trained on what the sounds mean and how to respond to them.
- **Public Address System:** A PA system may be used to distribute information of a threat or hazard situation to a large crowd at the facility.
- **Integrated Network Communication Solution:** Use of a "single initiator" to broadcast applicable announcements in a variety of formats.

B. External Communications

Management must communicate with the larger community on how incidents will be addressed on a regular basis. However, once an incident does occur, media and the community at large will receive clear and concise messages from [Facility Name] about the incident, what is being done and the safety of employees. This includes promoting the idea to employees that they should have their own individualized family communication plans.

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MEDICAL EMERGENCY ANNEX

I. PURPOSE

The purpose of this annex is to ensure that there are procedures in place to assist employees and visitors in the event of a medical emergency.

II. RESPONSIBILITIES

A. Facility Safety Team

- Quickly assess the situation. Make sure the situation is safe for you to approach (i.e., live electric wires, gas leak, building damage, etc.).
- Immediately notify the Incident Commander.
- Assess the seriousness of the injury or illness.
- Call or have someone call 9-1-1 immediately. Be prepared to provide the facility name and address, exact location; describe illness or type of injury; and age of the victim(s).
- Protect yourself against contact with body fluids (blood borne pathogens).
- Administer appropriate first-aid according to your level of training until help arrives.
- Comfort and reassure the injured person. Do not move an injured person unless the scene is unsafe.
- If the injured person is not breathing or there is no pulse, ask someone to retrieve the Automated External Defibrillator (AED) and begin Cardiopulmonary Resuscitation (CPR) or Rescue Breathing until the AED is ready to use, or call employees trained in the use of the AED to respond to the scene and apply the device.

B. Incident Commander

- Direct employees to call 9-1-1, if necessary, and provide appropriate information to emergency responders.
- Send facility employees with first responder/first-aid/AED training to the scene if this has not already occurred.
- Assign an employee to meet emergency medical service responders and lead them to the injured person.
- Assign an employee to remain with the injured person if they are transported to the hospital.
- If injured person is an employee, notify the appropriate family member of the situation, include type of injury or illness, medical care given and location where the injured person has been transported.
- Notify the facility crisis counseling team / services and provide a brief description of the incident.
- Advise faculty and employees of the situation, as appropriate.
- Develop and maintain written documentation of the incident.
- Follow-up with appropriate persons and determine if other procedures should be activated such as MENTAL HEALTH AND HEALING.

MENTAL HEALTH AND HEALING ANNEX

I. PURPOSE

Mental health and healing procedures are developed to provide an emotional catharsis to employees impacted by trauma at the facility or in the community. Following a traumatic event or incident, employees and their families may require a healing process. As soon as the safety of all involved has been addressed, attention should be turned to the healing process.

Mental health professionals available in the community such as nurses, professional counselors and social workers should participate in the development, implementation, and evaluation of the Facility EOP as it relates to this annex. Additional advice may be sought from outside psychologists and mental health experts.

II. RESPONSIBILITIES

A. Management Should Implement the Following Actions:

- Employees will be trained to learn how to recognize signs of physical and/or mental stress due to trauma.
- Members of a crisis response team should be identified through first responders, County EMA offices, or local mental health organizations.
- Employees should be offered tips on how to recognize signs of physical or mental stress due to trauma.
- Mental health experts will review and provide input into the plan.
- Ensure that a media or public information officer is available and trained to prepare announcements and media releases on the incident and actions taken.

Management should do the following immediately after a serious Injury or death and/or major incident:

- Make an initial announcement to the entire business and include minimum details and indicate that additional information will be provided.
- Issue prepared statements for media, parents and other community inquiries.
- Convene an employee's meeting to discuss how the situation is being handled and what resources are available to employees and families.
- Set up crisis centers and designate private rooms for private counseling and include outside mental health professionals and clergy to assist with grief.
- Restore regular functions as efficiently and as quickly as possible.
- Designate a place for employees and community members to leave well-wishes, messages, and items.

B. Facility Employees

- Seek counseling services if experiencing difficulty coping with the incident.
- Allow for changes in normal routine activities as applicable.

III. OTHER SPECIAL PROCEDURES

A. Hospital/Funeral Arrangements (also see Recovery)

- Provide employees with information regarding visitation and/or funeral arrangements (time, location, customs) when available. If the funeral is scheduled during a work day, consider allowing time off.
- Encourage employees to attend the funeral to provide support for the family and bring closure to the incident.
- Designate employee's person(s) to visit the hospital and/or attend the funeral to represent the facility.

B. Post-Incident Procedures (also see Recovery)

- Allow for changes in normal routines or schedules to address injury or death; however, recommend employees return to their normal routine as soon as possible after the incident.
- Follow up with employees who receive counseling and refer them to outside mental health professionals as needed.
- Ensure that corporate/company incident report forms are completed as needed.

<u>SECURITY ANNEX</u>

<u>I. PURPOSE</u>

Daily security procedures and protocols are in place to ensure a safe and secure environment, prevent crime, and to deter persons from gaining unauthorized access to the building.

<u>II. PROCEDURES</u>

[Facility Name] encourages all employees to be an active participant in building security and crime prevention measure in place. The following list of security measures are in place on a daily basis or at specified times to ensure the safety of the community and prevent criminal activity or unauthorized access (e.g. badging system, cameras, tip-lines, etc.). Note, [Facility Name] reserves the right not to publicly post certain critical and sensitive security procedures in order to maintain a secure environment.

- [Insert specific security measures]

<u>III. RESPONSIBILITIES</u>

<u>A. Incident Commander</u>

- Ensure that there is a security policy to prevent unauthorized building access at all times and that employees are familiar with the policy.
- Make requisitions and recommendations for necessary improvement or replacement of inadequate security features of the building.
- Ensure that there is adequate signage directing visitors in the building and to the office where they will (preferably) be signed in and out by employee attendant and issued temporary identification.

<u>B. Facility Safety Team</u>
- Ensure that the employees are aware of the building security policy and do not permit unauthorized persons into the building.
- Report any unusual conditions or persons to management.
- Report to management any conditions, concerns or problems that were reported to them.

C. Facilities/Maintenance

- Maintain all doors, windows, and other means of entrance into the building to ensure proper operation and that all locks or other means of securing them are functional. If applicable, follow security personnel's direction
- Report any deficiencies or failures of the building security to management or security personnel (if applicable) in a timely manner.
- Landscaping is addressed to ensure a clear line of site into and from the building.

D. Facility Employees

- Notify management and/or security personnel (if applicable) when an unauthorized or suspicious person is observed inside or around the building.
- Notify management and/or security personnel (if applicable) when doors are found unlocked or propped open.
- Report any security or safety concerns or unusual safety conditions to management and/or security personnel (if applicable).
- Employees should not permit or allow unauthorized persons to enter the building by opening any locked doors.

E. Security Personnel (if applicable for your business)

- Take appropriate action as directed by company/security policy when responding to threats or lapses in security.
- Provide direction to employees who may be panicked due to an incident
- Maintain security logs, complete supplemental reporting as required and if the situation allows.
- Utilize/monitor/record CCTV based upon accepted policies, to include the identification of video retention policies (30 days recommended).
- Educate employees and visitors on security policy
- If your business contracts with a security guard company, verify with Private Investigator Security Guard Services (PISGS) that your security provider is properly licensed and trained through the Ohio Department of Public Safety (http://pisgs.ohio.gov)
- While the responsibility is placed on the security guard company, please be aware that it may be unsafe and cause a serious liability to contract with unlicensed security guard companies.

RAPID ASSESSMENT ANNEX

I. PURPOSE

Procedures and protocols are in place to ensure that there is a method for evaluating and addressing developing threats and the courses of action the facility will implement when it is notified or becomes aware of an occurring or impending emergency situation.

II. PROCEDURES

Assessment of Information/ Rapid Assessment

When information is received that indicates a threat, potential threat, or other hazard the Incident Commander along with other necessary persons or resources will make an assessment of the information and determine the proper actions to be taken. Actions could include, but are not limited to:

- Determination that the information is not a valid threat or hazard and continue normal operations.
- Continue observation of the threat or hazard.
- Determination that the information requires activation of the EOP or a portion of the EOP.

Management officials will make use of all available resources when gathering information and making an assessment of all threats or potential threats. These information sources can include:

- Public media or news sources.
- National Weather Service or other reliable weather information source.
- Social media sources.
- Direct communication with local EMA or public safety agencies.
- Information received by employees and visitors.

All information, assessment activities and decisions taken by officials will be documented.

FAMILY REUNIFICATION

I. PURPOSE

The Family Reunification Protocol is used to ensure a safe and secure means of accounting for employees and reuniting families during an event.

II. RESPONSIBILITIES

A. Incident Commander

- After consulting with an emergency Incident Commander (police, fire or other emergency official), if applicable, determine the appropriate pre-designated relocation site(s).
- Notify a contact person at the relocation site(s) to prepare for arrival of employee families.
- Designate a Reunification Site Lead.

B. Reunification Site Lead

- Establish a command post.
- Organize public safety and mental health/crisis response employees who will be reporting to the site. Use them to calm waiting families and explain that an orderly process is required for safety.
- Set up an employee report area for employees to reunite with families.
- Set up a mental health area and direct employees to escort families of any injured, missing or deceased employees to the area for notification in private away from others.
- Set up a media staging area and notify the facility media liaison of the location.

C. First Responders

- Maintain crowd/traffic control.
- Accept custody of unclaimed employees.
- Be aware of the need to protect a potential crime scene and obtaining witness statements.
- Control/monitor information outgoing to family members of deceased or seriously hurt victims to avoid informally conveying the message which may potentially cause further issues at the scene.

III. REUNIFICATION LOCATIONS

- Reunification locations should be established prior to an event.
- The reunification location(s) should be provided to employees and the media.

DROP, COVER AND HOLD (EARTHQUAKE) ANNEX

I. PURPOSE

Drop, Cover and Hold procedures may be used when an incident occurs with little or no warning. This action is taken to protect employees and visitors from flying or falling debris resulting from explosions, structural failures, severe weather or an earthquake.

II. RESPONSIBILITIES

Designated employees should participate in the development, implementation, and evaluation of this procedure.

III. PROCEDURES

A. Indoor Procedures

When indoors, employees / visitors should:

- Drop to the floor.
- Cover by getting under a sturdy table, desk, or other piece of furniture. If there is no suitable furniture nearby, cover their face and head with their arms.
- Hold on to the table or desk until directed to stop.
- When directed or when it is safe to do so, evacuate to pre-assigned locations.

B. Outdoor Procedures

When outdoors, employees/visitors should:

- Move away from buildings, streetlights and utility wires.
- Drop to the ground.
- Cover their face and head with their arms.
- When directed or when it is safe to do so, evacuate to pre-assigned locations.

V. HAZARD-AND-THREAT SPECIFIC ANNEXES

The following hazard and threat specific annexes are included to provide unique procedures, and expected actions that apply to specific hazards.

Procedures and information outlined in functional annexes will not be duplicated in the hazard and threat specific annexes. If a hazard specific annex references a functional annex, the functional annex should be referenced for that information and then applied to the hazard specific annex.

ACTIVE SHOOTER

I. PURPOSE

An active shooter or armed assailant at the facility involves one or more individual's intent on causing physical harm and/or death. [Business name] has selected the [insert active shooter response such as: Run, Hide, Fight, Lockdown, ALICE, etc.] for their response.

Once law enforcement arrives, it is critical to follow the instructions of, and cooperate with, the law enforcement officer(s) who will be the Incident Commander with jurisdiction over the scene. The facility is a crime scene and will require a thorough search and processing.

II. RESPONSIBILITIES

A. Incident Commander

- An emergency can be reported by any employee. If there is an immediate threat or hazard, address the problem first by initiating a lockdown, evacuation, etc., then inform management.
- Direct employees to call 9-1-1 , give the name and exact location of the facility, the nature of the emergency, number and description of intruders (if known), type of weapon(s), area of the facility where last seen, actions taken, and whether there are on-site security or law enforcement officers. Caller should remain on the line to provide updates.
- Determine appropriate procedure(s): LOCKDOWN; INTRUDER/HOSTAGE SITUATION; SHELTER-IN-PLACE, RUN, HIDE, FIGHT.
- Direct employees and visitors outside the building to move immediately to predetermine assembly area(s) and be prepared to EVACUATE to an off-site relocation center.
- Establish a known communication method most effective for your business (such as an electronic message, or coded PA message) to advise of the event.

B. Facility Safety Team

- If you are the first to note indication of an armed intruder, immediately CALL 9-1-1, then notify the Incident Commander and go to LOCKDOWN.
- Assess your ability to EVACUATE the building.
- If there is no safe manner available to EVACUATE the building, have employees remain in LOCKDOWN until personally given the "All Clear" by the Incident Commander or a law enforcement officer in uniform.
- If an active shooter or intruder enters the Safe Area use WHATEVER means necessary to keep yourself and employees safe. This may include any and all forms of resistance to the threat.
- If an intruder enters and begins shooting, any and all actions to stop the shooter are justified. This includes moving about the room to lessen accuracy, throwing items, yelling to create confusion, exiting out windows, and confronting (assault, subdue, choke) to stop the intruder. Tell employees to get out any way possible and move to another location.

- Ensure that all employees know to turn off their cell phones (silent); are aware of evacuation routes in the event that it is deemed safer to evacuate the area.

III. OTHER PROCEDURES

- After the active shooter/intruder(s) has been subdued, the Incident Commander in consultation with the law enforcement Incident Commander will announce an EVACUATION.
- The Incident Commander will debrief appropriate personnel.
- Management in consultation with law enforcement officials, will determine when the facility can resume normal operations.

HOSTAGE

I. PURPOSE

The purpose of this annex is to ensure that there are procedures in place to protect employees and visitors in the event of a hostage situation. It is critical that all employees know what to do in a hostage situation.

If the incident involving a hostage situation results in law enforcement being contacted and activated, it is critical to follow the instructions of, and cooperate with, the law enforcement official who will be the Incident Commander with jurisdiction at the scene.

II. RESPONSIBILITIES

A hostage situation involves situation involves one or more persons being

A hostage situation involves one or more persons being held against their will by one or more individuals. The goal is to ensure safety of employees and visitors and prevent hostage(s) from being moved away from the facility. All employees should be aware of what to do in the event of a hostage situation.

- If hostage taker is unaware of your presence, do not intervene.
- Notify management or call 9-1-1 if unable to reach business employees authorities.

If employees or visitors are taken hostage:

- Follow instructions of hostage taker.
- Try not to panic.
- Treat the hostage taker as normally as possible.
- Be respectful to hostage taker.
- Ask permission to speak and do not argue or make suggestions.

A. Incident Commander

- Call 9-1-1 immediately. Give dispatcher details of situation; description and number of intruders, exact location in the building and that the facility is in LOCKDOWN or taking other action if appropriate (such as EVACUATION if hostage taker has a bomb). Ask for assistance from hostage negotiation team.
- Announce LOCKDOWN or other procedure if conditions warrant.
- Ensure employees outside are notified of the situation and to move to the outside assembly areas.
- Isolate the area and try to determine if weapons are involved, if possible.

B. Facility Safety Team

- Employees will implement LOCKDOWN or other directed procedures upon hearing the alert. If outside, move to designated assembly areas and wait for further instructions.
- Everyone should remain in their location until given the "All Clear," unless otherwise instructed to take other action by a law enforcement officer.

III. OTHER PROCEDURES (that may be activated depending on conditions)

- Active Shooter
- Evacuation
- Family Reunification
- Medical and Mental Health
- Shelter-in-Place

BOMB THREAT

I. PURPOSE

The purpose of this annex is to ensure that there are procedures in place to protect employees, visitors and property in the event of a communicated threat regarding the presence of destructive devices at the facility. This may include any explosive device of an incendiary, chemical, biological, or radioactive nature. A bomb threat will result in law enforcement and other safety and emergency services responding to the scene.

Once law enforcement arrives, it is critical to follow the instructions of, and cooperate with, the law enforcement officer who will be the Incident Commander with jurisdiction over the scene. The facility is a crime scene and will require a thorough search and processing by law enforcement.

II. RESPONSIBILITIES

A. Employees Who Received a Message That a Bomb Has Been Placed in Business

- Make a record of the exact wording of the threat.
- Ask in a clear and calm voice: where the bomb is located; what does it look like; what materials are in the bomb (type of bomb); how is it activated; when will the bomb explode; who is calling, name and address; did you place the bomb; why are you doing this.
- If the threat is made by phone, listen closely to caller's voice and speech patterns and to noises in background. Make a record of that information.
- If the threat is made by phone and the caller hangs up, immediately dial *57 [or the appropriate number] to trace the call.
- Notify management or call 9-1-1.

B. Incident Commander

- Notify law enforcement, fire and emergency services by calling 9-1-1 if not already notified.
- Assign employees to meet and brief emergency responder agencies, especially those employees with expansive knowledge on the building layout and/or expansive knowledge on emergency response procedures.
- Notify employees through the public address system:

> YOUR ATTENTION PLEASE. A BUILDING EMERGENCY IS IN EFFECT. ALL EMPLOYEES SHOULD REMAIN AT THEIR WORK STATIONS UNTIL ADVISED OTHERWISE. TWO-WAY RADIOS AND CELL PHONES SHOULD BE TURNED OFF.

- If a suspicious item is located, determine if EVACUATION procedures should be activated, selecting routes and assembly areas away from the suspicious item. DO NOT ACTIVATE THE FIRE ALARM. Determine if further response should await

arrival of law enforcement and other emergency services. See subsection D below.
- If EVACUATION occurs, employees and visitors must be evacuated to a safe distance outside of facility building(s) MINIMUM 1000 Feet is the general rule.
- Arrange for the person who found a suspicious item to talk with law enforcement official.
- Notify Management.
- Activate communications plan.

C. Facility Safety Team

- Check work areas for suspicious items and report any findings to the Incident Commander.
- Remind any nearby personnel to not utilize communication devices that may set the device off (radios/phones).
- If a suspicious item is found-DO NOT TOUCH IT. Secure the area where the item is located.
- Account for employees and be prepared to EVACUATE if ordered.
- EVACUATE using standard procedures and exit routes to assembly area. Ensure that employees are aware of alternate routes should the primary route be affected by the incident.
- Be cognizant of the possibility of secondary devices that can be placed in established evacuation areas, especially if employees and others are grouped together in large numbers.
- Take roll call after being EVACUATED. Be prepared to report the names of any missing persons to management.
- Establish a perimeter to prevent employees from unknowingly or purposefully re-entering the affected area.
- If given the "All Clear" signal, return to the building and resume normal operations.
- The following chart represents the "stand-off" distance for the various types of potentially explosives encountered:

BOMB THREAT STAND-OFF CHART

Threat Description Improvised Explosive Device (IED)	Explosives Capacity[1] (TNT Equivalent)	Building Evacuation Distance[2]	Outdoor Evacuation Distance[3]
Pipe Bomb	5 LBS	70 FT	1200 FT
Suicide Bomber	20 LBS	110 FT	1700 FT
Briefcase/Suitcase	50 LBS	150 FT	1850 FT
Car	500 LBS	320 FT	1500 FT
SUV/Van	1,000 LBS	400 FT	2400 FT
Small Moving Van/ Delivery Truck	4,000 LBS	640 FT	3800 FT
Moving Van/ Water Truck	10,000 LBS	860 FT	5100 FT
Semi-Trailer	60,000 LBS	1570 FT	9300 FT

1. These capacities are based on the maximum weight of explosive material that could reasonably fit in a container of similar size.
2. Personnel in buildings are provided a high degree of protection from death or serious injury; however, glass breakage and building debris may still cause some injuries. Unstrengthened buildings can be expected to sustain damage that approximates five percent of their replacement cost.
3. If personnel cannot enter a building to seek shelter they must evacuate to the minimum distance recommended by Outdoor Evacuation Distance. These distance is governed by the greater hazard of fragmentation distance, glass breakage or threshold for ear drum rupture.

_____

TERRORISM THREAT LEVEL INCREASE

I. PURPOSE

The purpose of this annex is to ensure that there are procedures in place to respond to an elevation in the National Terrorism Advisory System. Facility administrators will be notified of terrorist threats through either of the following means:

- A National Terrorism Advisory System (NTAS) alert from US Department of Homeland Security.
- Directly by a law enforcement or Homeland Security official.

There are three terrorism threat levels in the United States: steady state, elevated and imminent. An "imminent threat" warns of a credible, *specific*, and impending terrorist threat against the United States. An "elevated threat" warns of a credible terrorist threat against the United States. Steady state implies normal threat levels remain. Provided with a NTAS alert, [Business Name] will identify additional actions based upon the nature of the NTAS threat such as increased security patrols, security checkpoints at entrances, and/or other precautionary actions.

Terrorism threat examples include: chemical, biological, nuclear, radiological, and conventional weapon (explosives, small arms, etc.) attacks and hostage situations.

The Facility should expect a heavy law enforcement involvement at the local, state and federal levels following a terrorist attack due to the incident's criminal nature. You should also expect that extensive media coverage, strong public fear and international implications and consequences to continue for a prolonged period.

Pre-determine designated officials who will coordinate with appropriate public safety/homeland security officials in the event of a terrorist threat.

In the event of an Imminent Threat, the Federal Bureau of Investigations (FBI), Local Police Department, Local Fire Department, and the Local County Sheriff's Office will confer on the situation. Designated officials will work with the Local Police Department and/or Sheriff's Office and agrees to open or close the Facility.

II. RESPONSIBILITIES

A. Management

When there is an imminent threat against a facility or its immediate area, the following actions should be taken:

- Management will coordinate with appropriate public safety officials to determine what level of LOCKDOWN or other procedures are appropriate for the situation. In the event of an actual terrorist attack, the facility should follow appropriate procedures for HOSTAGE SITUATIONS, conventional weapons incidents (e.g.

EXPLOSIONS, ACTIVE SHOOTING, BOMB THREAT, etc.), and CHEMICAL/ HAZARDOUS SPILLS (e.g. biological incidents, chemical incidents, and radiological/nuclear incidents).

NATURAL HAZARDS - FLOOD

I. PURPOSE

The purpose of this annex is to ensure that there are procedures in place to protect employees, visitors and property in case of a flood.

The [County] County Emergency Management Agency, the National Weather Service, and other Federal cooperative agencies have an extensive river and weather monitoring system and provide flood watch and warning information to the community via radio, television, Internet, and telephone. In the event of a flood, the Incident Commander will activate the EOP.

The public address system can act as a warning system to notify employees in case of imminent or confirmed flooding, including those due to dam failure.

Operational functions or procedures that may be activated in the event of a flood include the following:

- Evacuation
- Family Reunification
- Medical and Mental Health
- Reverse Evacuation
- Shelter-in-Place (if safe to do so and evacuation without external assistance is not possible)

II. RESPONSIBILITIES

A. Incident Commander

- Review circumstance and conditions and determine appropriate procedures to be activated.
- Determine if EVACUATION is required and can be safely done.
- Call or instruct employees to call 9-1-1 to notify local law enforcement, fire and emergency services of intent to evacuate, the location of the relocation site, the route and means to be taken to that site.
- Delegate a search team to ensure that all employees have been located and/or evacuated if reasonably safe to do so.
- Activate internal and external communications plan.
- Designate employees to monitor radio, Internet, and media for flood information and report any developments.
- Update employees, administration, and emergency responders of any significant changes in operations or conditions.
- Implement additional procedures as instructed by the emergency Incident Commander with jurisdiction over the scene.
- Designate employees to take appropriate action to safeguard property.
- Determine if the facility will be closed or remain open.

- Do not allow employees to return to the building until proper authorities have determined that it is safe to do so.
- Document all actions taken.

B. Facility Safety Team

- Execute evacuation procedures when instructed by the Incident Commander.
- Lead employees and visitors as quickly and quietly as possible out of the building to the designated assembly area(s).
- Use alternate escape routes if the regular route is blocked or there is a safety hazard.
- Assist or designate others to assist employees with functional needs.
- Remain with employees throughout the evacuation process.
- Upon arrival at the assembly site, take attendance. Report any missing or injured employees and visitors to the Incident Commander.
- Do not return to the building until it has been inspected and determined safe by proper authorities.
- Document all actions taken.

NATURAL HAZARD - SEVERE WEATHER/TORNADO

I. PURPOSE

The purpose of this annex is to have procedures in place when a Severe Weather/Tornado Watch or Warning has been issued for the facility's location.

II. RESPONSIBLITIES

A. Incident Commander

When a Severe Weather/Tornado Watch has been issued:

- Monitor NOAA Weather Stations (National Weather Service, Weather Channel, or television).
- Bring all persons inside building(s).
- Be prepared to move employees outside into the building(s).
- Close windows and doors.
- Review severe weather drill procedures and location of safe areas. Severe weather safe areas can be interior hallways and interior rooms away from windows.
- Review "DROP COVER and HOLD" procedures with employees.
- Assign support employees to monitor all entrances and weather conditions.

When Severe Weather/Tornado Warning has been issued for the facility's location or Severe Weather or a Tornado has been spotted in the area:

- Announce SHELTER-IN-PLACE alert signal.
- Direct employees and visitors inside the building to immediately move to interior safe areas, closing doors after exiting.
- Direct employees and visitors outside to REVERSE EVACUATE into the building.
- If outside, employees and visitors should move to the nearest interior safe area. If time does not permit, employees should get down in the nearest ravine or open ditch or low spot away from trees or power poles.
- Remain in safe area until warning expires or until emergency personnel have issued an "All-Clear".

TECHNOLOGICAL HAZARD – CHEMICAL ACCIDENT

I. PURPOSE

Hazardous chemicals are used for a variety of purposes and are regularly transported through many areas in and around a facility. Chemical accidents may originate inside or outside the building. Examples include: toxic leaks or spills caused by tank, truck or railroad accident; water treatment/waste treatment plants; and industrial or laboratory spills. The purpose of this annex is to ensure that there are procedures in place to protect employees, visitors, and property in case of a chemical or hazardous materials spill.

II. SPECIFIC FACILITY INFORMATION

Currently, [Insert Material Safety Data Sheet (MSDS) index list] are all used and stored on site: [provide locations and specific information as relevant]. Decontamination equipment and personal protective equipment are located at [insert location of the equipment].

[Facility Name] is aware of the following conditions in the surrounding community that could subject the business to a chemical or hazardous materials spill [list the conditions which can include proximity to railroads, industrial plants, and waste disposal sites].

The Incident Commander will determine if and when the following operational functions or procedures may be activated in the event of an **external** chemical or hazardous spill:

- Evacuation
- Family Reunification
- Medical Emergency, Mental Health and Healing
- Reverse Evacuation
- Shelter-in-Place

Or, if there is an **internal** chemical spill, whether the following procedures may be activated:

- Evacuation
- Family Reunification
- Medical Emergency, Mental Health and Healing

III. RESPONSIBILITIES

A. Procedures for an External Chemical or Hazardous Spill

Management will determine the need to activate the EOP and designate a Incident Commander until a qualified HazMat or other emergency Incident Commander arrives at the scene with jurisdiction over the incident. Once an emergency Incident Commander arrives, it is critical to follow the instructions of, and cooperate with, that Incident Commander.

If the chemical spill is **external**, the following steps will be taken by the business.

1. Incident Commander

- Call 9-1-1 and notify local law enforcement and emergency responders.
- Determine what procedures should be activated, such as a REVERSE EVACUATION and SHELTER–IN–PLACE.
- Notify maintenance/building, custodial, and grounds employees to shut off mechanical ventilating systems, if appropriate.
- Take appropriate action to safeguard property.
- Notify appropriate personnel of the status and actions taken and keep them updated of any significant changes.
- Activate internal and external communications plan.
- Monitor radio, television, Internet, and/or other means of information and report any developments to the Incident Commander.
- If it is determined that conditions warrant an EVACUATION, issue instructions for relocating to a safer location by means of walking, buses and cars.
- Notify relocation centers and determine an alternate relocation center if necessary.
- Do not allow employees and visitors to return to the building until proper authorities have determined that it is safe to do so and given the "All Clear" signal after the threat has passed.
- Determine whether facility will be closed or remain open.
- Implement additional procedures as instructed by the Facility and/or emergency Incident Commander.
- Document all actions taken.

2. Facility Safety Team

- Move employees and visitors away from immediate vicinity of danger.
- Implement REVERSE EVACUATION if employee and visitors are outside; observe wind direction by observing flags or leaves and move employees appropriately.
- Execute SHELTER-IN-PLACE when instructed by the Incident Commander.
- Remain with employees throughout the incident.
- Report any missing or injured employees and visitors to the Incident Commander.
- Remain in safe area until the "All Clear" signal has been issued.
- In the event of building damage, evacuate employees to safer areas of the building or from the building. If evacuation does occur, do not re-enter the building until an "All Clear" signal is issued.
- Document all actions taken.

B. Procedures for an Internal Chemical or Hazardous Spill

Management will determine the need to activate the EOP and designate a Incident Commander until a qualified HazMat or other emergency Incident Commander arrives at the scene with jurisdiction over the incident. Once an emergency Incident Commander arrives, it is critical to follow the instructions of, and cooperate with, that Incident Commander.

If the chemical spill is **internal**, the following steps will be taken by the facility.

1. Person Discovering the Spill

- Alert others in immediate area and leave the area.
- Close windows and doors and restrict access to affected area.
- Notify management /safety officer or call 9-1-1, if appropriate.
- Do not attempt to clean the spill.
- Seek first-aid if contact with spill occurs.

2. Incident Commander

- Notify the local fire department and local/state departments of public health.
    - Provide the following information:
        - Facility name and address, including nearest cross street(s).
        - Location of the spill and/or materials released; name of substance, if known.
        - Characteristics of spill (color, smell, visible gases).
        - Injuries, if any.
- Determine what procedures should be activated, such as EVACUATION.
- Notify local law enforcement of intent to evacuate.
- Avoid exposure to the chemicals or hazardous fumes or materials in any EVACUATION.
- Notify maintenance/building/custodial and grounds employees to shut off mechanical ventilating systems, as appropriate.
- Activate internal and external communications plan.
- Issue instruction if employees will be evacuated to a safer location by means of walking, buses and cars.
- Do not allow employees and visitors to return to the building until proper authorities have determined that it is safe to do so and given the "All Clear" signal the threat has passed.
- Address clean up needs and actions with appropriate fire, safety and/or emergency services personnel.
- Determine whether facility will be closed or remain open.
- Document all actions taken.

3. Facility Safety Team

- Move employees and visitors away from the immediate danger zone and keep employees and visitors from entering or congregating in danger zone.
- Report location and type (if known) of the hazardous material to Incident Commander.
- Execute EVACUATION and relocation procedures when instructed by the Incident Commander unless there is a natural or propane gas leak or odor. If a natural or propane gas leak or odor is detected, evacuate immediately and notify the Incident Commander.
- Check that all employees and visitors have left the building.
- Upon arrival at evacuation site take attendance. Notify Incident Commander or designee of any missing or injured employees / visitors.

- Remain with employees throughout the incident.
- Do not return to the building until emergency response personnel have determined it is safe and issued an "All Clear" signal.
- Document all actions taken.

TECHNOLOGICAL HAZARD – EXPLOSION

I. PURPOSE

An explosion can be the result of boiler explosion, gas leak, chemical or hazardous spill or some other man-made (bomb) or natural hazard. An explosion may require the activation of a several procedures, including:

- Evacuation.
- Family Reunification.
- Medical Emergency.
- Mental Health and Healing.

Any employee or visitor discovering an explosion will activate the fire alarm, report the explosion to management, and call 9-1-1 for emergency services if injuries are apparent. Once an emergency Incident Commander arrives (police and/or fire), it is critical to follow the instructions of, and cooperate with, the Incident Commander who has jurisdiction at the scene.

No one may re-enter building(s) until it is declared safe by the fire department.

II. RESPONSIBILITIES

A. Incident Commander

- Call 9-1-1 to confirm the alarm, identify the facility name and location, and provide the exact location of the explosion. If any employee(s) or visitor(s) are injured, inform emergency services (police and fire) and advise them that the building will be evacuated.
- Activate an EVACUATION.
- Ensure that employees and visitors immediately evacuate the building using prescribed routes or alternate routes due to building debris to the assembly areas. Assembly areas may need to be relocated because of the building collapse or unsafe areas from the explosion or continued explosions.
- Designate employees to take the visitor log and the critical incident response documents, information, items, supplies to the designated command post.
- If safe and appropriate to do so, direct designated employees to shut off utilities.
- Notify and provide regular updates to employees and visitors of the status of the emergency.
- Upon consultation with the fire department and law enforcement officials, and if necessary due to unsafe conditions direct an off-site evacuation to a designated primary relocation center.
- If relocation is not necessary, provide information on plan to return to the building and resumption of normal operations.
- Do not allow employees and visitors to return to the building until proper authorities have determined that it is safe to do so and given the "All Clear" signal after the threat has passed.

B. Facility Safety Team

- Take the first-aid kit and any other supplies or resources relevant to the incident and lead employees and visitors as quickly and quietly as possible out of the building to the designated assembly area(s).
- Use alternate escape routes if the regular route is blocked or there is a safety hazard.
- Assist or designate others to assist employees / visitors with functional needs.
- Close the doors and turn out the lights upon exiting and confirm all employees and visitors are out of the area.
- Take attendance at the assembly area. Report any missing employees or visitors and/or any injuries to the Facility and/or emergency Incident Commander at the scene.
- Keep employees together and wait for further instructions.
- Remain in safe area until the "All Clear" signal has been issued.
- Be prepared to move employees if an off-site relocation is ordered.
- No one may re-enter building(s) until it is declared safe by the fire department.

_____

BIOLOGICAL HAZARD/BLOODBORNE PATHOGEN

I. PURPOSE

- Custodial, maintenance and other employees that may be exposed to human blood or other regulated body fluids shall receive annual training which includes the following:
-
- Epidemiology and symptoms of HIV (Human Immunodeficiency Virus) and HBV (Hepatitis B Virus).
- Modes of transmission of HIV and HBV.
- Importance of exposure precautions to reduce worker exposure.
- The availability, proper use and disposal of personal protective equipment (PPE) including the specific circumstances under which the PPE is to be worn.
- Follow-up procedures to implement if actual body contact occurs with blood or body fluids.
- An explanation of the labels and signs used.
- Proper clean-up of spills of blood or other regulated body fluids.
- Proper disposal of contaminated items.
- [Facility Name] has retained COMPANY NAME to provide custodial cleanup services.

II. CUSTODIAL (Cleanup) SUPPLIES NEEDED

- The use of disposable gloves is required for procedures when body fluids are handled. Especially if:
- The individual handling the material has cuts, abraded skin, chapped hands, dermatitis or similar conditions;
- When contacting abraded or non-intact skin of individuals with active bleeding or drainage;
- During all cleaning procedures.

  - Goggles
  - Bucket/wringer
  - Wet mop
  - Red liner bag
  - Paper towel
  - Gloves
  - Safety/signage materials

Gloves shall be of appropriate material, intact latex or intact vinyl of appropriate quality, for the procedures performed and of appropriate size for each wearer. Gloves shall not be washed or disinfected for re-use. Gloves are not a substitute for proper hand-washing. Hands are to be washed, using standard hand-washing procedures (using warm water and liquid soap), immediately after removing gloves.

No gloves shall be used if they are peeling, cracking or discolored, or if they have punctures, tears or other evidence of deterioration.

III. SPILLS AND CLEANUP PROCEDURES

A. Preparation

- Determine the nature of the event. Vomit, urine, feces, etc. are not considered blood borne events if blood is not visible to the eye. Disposable gloves and [Disinfectant/Virucide/Fungicide/Cleaner Name] disinfectant cleaner are more than adequate for clean-up.
- If you are not sure, follow the blood borne guidelines below.
- Where possible, keep the bleeding person contained in one area. Do not allow them to travel through the building until the bleeding is stopped.

B. Personal Protection

- Before starting any clean up procedure: put on disposable gloves, at least, or heavier duty gloves if available.
- If a large amount of blood, wear chemical splash goggles.

C. Small Area Clean-Up

- Spray area with [Disinfectant/Deodorant Cleaner Name] disinfectant and wipe with paper towel. Do not use a sponge or any other reusable item unless they can be laundered and dried through a dryer.
- Once area is cleaned, re-spray with the [Disinfectant/Deodorant Cleaner Name] and allow to sit for at least 10 minutes. If necessary, wipe any remaining chemical with a paper towel and place in a red liner bag.
- Place excess waste into a red liner bag. Place paper towel in the same bag. Once clean-up is completed, place disposable gloves in the red liner bag using proper procedure for removing gloves.

D. Large Area Clean-Up

- For a major blood event, begin clean up with [Disinfectant/Virucide/Fungicide/Cleaner Name] in a mop bucket or sprayer. The more dwell time the better (10 minutes minimum with [Disinfectant/Deodorant Cleaner Name]).
- Any disposable items, such as paper towels, should be placed in the red liner bag. Needles or syringes must be placed in an approved (Sharps) container.
- Spray affected areas with [Disinfectant Cleaner Name] and allow to remain at least 10 minutes to properly disinfect the area.
- Mops should be removed from the handle and placed in a regular liner bag until they can be laundered.

- Empty the mop bucket and spray wringer and bucket with [Disinfectant/Deodorant Cleaner Name]. Allow to remain for (a minimum of) 10 minutes and flush with clear water.

E. Contaminated Supplies and Labeling Infectious Waste

Soiled items must be placed in an impervious (biohazard) bag. The tags applied to waste receptacles containing contaminated articles must have the signal word "BIOHAZARD" or the biological hazard symbol. If tags are not used, then other equally effective means of identification shall be used. Red bags are available through our custodial supplier. Disposal of bags or other biohazard containers [insert disposal method].

F. Hand Washing

Thorough hand-washing is to be performed before and after removal of gloves and immediately after any inadvertent contact with blood or body fluids. Individuals are not to use bar soap or cloth towels for hand-washing. The facility will provide liquid soap, paper towels and waterless hand cleaner for hand-washing purposes.

G. Other Procedures (that may be activated depending on conditions)

- Medical Emergency.

FIRE

I. PURPOSE

[Facility Name] has a policy and procedures governing fire drills and conducts fire drills as required by law. All employees are trained on how to respond in the event of a fire.

- Any employees discovering fire or smoke will activate the fire alarm, notify the fire department, and report the fire to management.
- Employees and visitors will immediately evacuate the building using prescribed routes or alternate routes to the assembly areas.
- No one may re-enter building(s) until it is declared safe by the fire department.

Once an emergency Incident Commander arrives (fire department), it is critical to follow the instructions of, and cooperate with, the Incident Commander who has jurisdiction at the scene.

II. RESPONSIBILITIES

A. Facility Safety Coordinator

- Activate an EVACUATION.
- Call or direct employees to call 9-1-1 to confirm the alarm is active, identify the facility name and location, provide exact location of the fire or smoke, if any employees or visitors are injured, state the building is being evacuated and identify the location of the command post.
- Ensure that employees and visitors immediately evacuate the building using prescribed routes or alternate routes due to building debris to the assembly areas. Assembly areas may need to be relocated because of the building collapse or unsafe areas from the fire.
- Direct employees to take the visitor log and the critical incident response documents, floor plans, information, items, and supplies to the designated command post. Utilize a prepared "Go Bag" or "To Go Packet" with concise and important information.
- Upon consultation with the fire department and law enforcement officials, and if necessary due to unsafe conditions, direct an off-site evacuation to a designated primary relocation center.
- Complete roll call for accountability and safety purposes.
- If relocation is not necessary, provide information on plan to return to the building and resumption of normal operations.
- Do not allow employees and visitors to return to the building until the fire department or emergency Incident Commander with jurisdiction over the scene has determined that it is safe to do so and given the "All Clear."
- Notify employees of the status of the emergency, if they can return to the building and when normal operations can resume.

B. Facility Safety Team

- Take the first-aid kit and any other supplies or resources relevant to the incident and lead employees and visitors as quickly and quietly as possible out of the building to the designated assembly area(s).
- Use alternate escape routes if the regular route is blocked or there is a safety hazard.
- Assist or designate others to assist employees and visitors with functional needs.
- Close doors and turn out the lights upon exiting and confirm all employees / visitors are out of the area.
- Take attendance at the assembly area. Report any missing employee or visitors and/or any injuries to the Facility and/or emergency Incident Commander at the scene.
- Keep employees together and wait for further instructions.
- Remain in safe area until the "All Clear" signal has been issued.
- No one may re-enter building(s) until it is declared safe by the fire department.

VI. RECOVERY AND MITIGATION

After the safety and status of employees and visitors has been assured and emergency conditions have abated, management and employees will assemble to support the restoration of the facility's operations. Defining mission-critical operations and staffing this effort is the starting point for the recovery process. Collecting and disseminating information will also facilitate the recovery process.

<mark>[Facility Name]</mark> will designate appropriate personnel and collaborate with external resources to work in teams to accomplish the following <mark>[identify personnel and activities, depending on your facility's resources and type of incident at issue]</mark>:

- Conduct a comprehensive assessment of the physical and operational recovery needs.
- Assess physical security, data access and all other critical services (e.g., plumbing, electrical).
- Examine critical information technology assets and personnel resources and determine the impact on the business operations for each asset and resource that is unavailable or damaged.
- Document damaged facilities, lost equipment and resources and special personnel expenses that will be required for insurance claims and requests for state and federal assistance.
- Identify recordkeeping requirements and sources of financial aid for state and federal disaster assistance.
- Arrange for ongoing status reports during the recovery activities to:
    - A) Estimate when the educational program can be fully operational.
    - B) Identify special facility, equipment and personnel issues or resources that will facilitate the resumption of operations.
- Educate employees on available crisis counseling services.
- Establish an agreement with mental health organizations to provide counseling to employees and their families after an incident.

I. ADMINISTRATION, FINANCE AND LOGISTICS

A. Agreements and Contracts

The Facility's resources may prove to be inadequate during an incident. Agreements and contracts should be in place prior to an emergency. Such agreements includes equipment, supplies, transportation and/or personnel. All agreements entered into should be in writing. All pre-negotiated agreements and contracts are located <mark>[location]</mark>.

B. Recordkeeping

1. Administrative Controls

[Facility Name] is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support incident management operations. These administrative controls will be done in accordance with established local fiscal policies and standard cost accounting procedures.

2. Activity Logs

Employees assigned within the Facility will maintain accurate logs recording key incident management activities, including:

- Activation or deactivation of incident policies, procedures and resources.
- Significant changes in the incident situation.
- Major commitments of resources or requests for additional resources from external sources.
- Issuance of protective action recommendations to the employees.
- Evacuations
- Casualties
- Containment or termination of the incident.

C. Incident Costs

Facility Finance and Administration staff are responsible for maintaining records summarizing the use of personnel, equipment and supplies to obtain an estimate of annual incident response costs that can be used in preparing future budgets. The detailed records of costs for incident management and operations include:

- Personnel costs, especially overtime costs.
- Equipment operations cost.
- Costs for leased or rented equipment.
- Costs for contract services to support incident management operations.
- Costs of specialized supplies expended for incident management operations.
- Other [Insert item(s) as needed]

These records may be used to recover costs from the responsible party or insurers, or as a basis for requesting financial assistance for certain allowable response and recovery costs from the state and/or federal government.

D. Preservation of Records

In order to continue normal operations following an incident, vital records must be protected. These include legal documents and files as well as property and tax records. The principle causes of damage to records are fire and water. Essential records should be protected and are maintained [identify format (hard copy and/or electronic) and location].

E. Other Recovery Operations

1. Hospital/Funeral Arrangements (also see Recovery)

- Provide employees with information regarding visitation and/or funeral arrangements (time, location, customs) when available. If the funeral is scheduled during a work day, consider allowing time off.
- Encourage employees to attend the funeral to provide support for the family and bring closure to the incident.
- Designate employee's person(s) to visit the hospital and/or attend the funeral to represent the facility.

2. Post-Incident Procedures (also see Recovery)

- Allow for changes in normal routines or schedules to address injury or death; however, recommend employees return to their normal routine as soon as possible after the incident.
- Follow up with employees who receive counseling and refer them to outside mental health professionals as needed.
- Ensure that corporate/company incident report forms are completed as needed.

CONTINUITY OF OPERATIONS PLAN (COOP) / BUSINESS CONTINUITY PLAN

I. PURPOSE

The purpose of a Continuity of Operations Plan (COOP) is to ensure that the [Facility Name] has procedures in place to maintain and/or rapidly resume essential operations after an incident has disrupted normal operations, activities or services. COOP is critical to safety planning and a good business practice. The EOP anticipates a full range of potential incidents that could cause a temporary interruption of operations to a complete shut-down of the facility, requiring suspension of non-essential functions and/or relocation of essential functions to an alternative site for some period of time. The goal is to provide full operational capacity for essential functions within 12 hours after activation of COOP and sustain these functions for up to 30 days.

II. RESPONSIBILITIES

Delegation of authority and management responsibilities should be determined by management prior to an incident. COOP procedures should address responsibilities before, during and after an incident. Safety of personnel is the first consideration. Strong internal and external communications systems and partnerships with appropriate organizations, contractors and providers of services should be developed so that resources are readily available if needed. Legal counsel should review delegations of authority to identify and address any possible legal restrictions.

Designated personnel, in conjunction with the Incident Commander, will perform the essential functions listed in Table 2 on the next page.

Table 2: Essential Functions Performed by COOP Personnel

Manager	- Determine when to evacuate facility, and/or send employees to alternate locations; establish Memorandum of Understanding (MOU) if needed. - Disseminate information internally to employees. - Communicate with partners, media, and the local community. - Identify a line of succession, including who is responsible for restoring business functions.
Assistant Manager	- Ensure systems are in place for rapid contract execution after an incident. - Identify relocation areas for business and administrative operations. - Brief and train employees regarding their additional responsibilities. - Secure and provide needed personnel, equipment and supplies, facilities, resources, and services required for continued operations. - Identify strategies to continue operations. - Reevaluate the curriculum.
Maintenance Personnel	- Work with local government officials to determine when it is safe for employees to return to the building(s) and grounds. - Manage the restoration of building(s) and grounds (debris removal, repairing, repainting and/or re-landscaping).
Secretary/Office Employees	- Maintain inventory. - Maintain essential records (and copies of records), including facility insurance policy. - Ensure redundancy of records (records are kept at a different physical location). - Secure equipment, books, and materials. - Restore administrative and record-keeping functions, such as payroll, accounting and personnel records. - Retrieve, collect, and maintain personnel data. - Provide account payable and cash management services.
Counselors, Social Workers, and Medical and Mental Health Assistants	- Establish support services for employees. - Implement additional response and recovery activities according to established protocols.

III. SPECIFIC PROCEDURES

A. Activation and Relocation

The Principal Decision-Maker will determine when to activate and implement COOP procedures and/or to relocate operations to an alternate site due to a triggering event, such as: loss of power, water, or other systems. Authority for activation may be delegated. The Principal Decision-Maker will activate COOP procedures whenever it is determined the facility is not suitable for safe occupancy or functional operation. The office will be notified and provided information and details regarding a relocation of operations.

B. Alert, Notification, and Implementation Process

The Principal Decision-Maker will activate the EOP communication plan (telephone tree, cell phone, text message, hot-line, automated notification system, etc.) to notify personnel of COOP activation and provide situation information, as available.

C. Relocation Sites

The Principal Decision-Maker will identify relocation sites to maintain and/or restore operations and essential functions disrupted by an incident. Sites must have reliable logistical support, services, and infrastructure systems that can sustain operations for up to 30 days. Consideration should also be given to essential functions or services that can be conducted from a remote location in addition to a predetermined alternative facility.

D. Alternate Facilities

For estimated short-term (2-14 days) payroll and personnel operations, the alternative facility will be [identify name and location of the facility].

For a longer term relocation of operations and essential functions, alternative facilities are listed below:

This Primary Facility	Will be replaced by this Alternate Facility	Street Address	Contact Information
Personnel/Admin Offices			
Operations			
Operations			

For each alternate facility, the essential resources, equipment, and software that will be necessary for resumption of operations at the site will be identified and plans developed for securing those resources. Information Technology (IT) systems available at the site will need to be tested for compatibility with the facility's backup data.

E. Interoperable Communications/Backup Sites

As noted above, the [identify the chosen facility] will be used as a temporary alternate site for short-term disruptions involving payroll and personnel actions.

With a longer term and/or more comprehensive incapacity of the building, alternate relocation sites have been identified as noted above. [Include specific information about the infrastructure capacities and capabilities of the alternate sites]:

_____

[Also include any concerns about chosen alternate sites]:

_____

F. Vital Records and Retention File

Vital records are archived and/or retained on backup data systems stored [identify offsite location and any important details, as appropriate]. Vital records are electronic and hard copy documents that are needed to support the essential functions and operations of a business, including legal and financial records, such as personnel; payroll records; insurance records; and contract documents.

G. Human Capital Management

Facility personnel responsible for essential functions should be cross-trained to ensure effective implementation of COOP procedures:

- All COOP designated personnel as well as senior employees will undergo annual training on executing COOP procedures. Training will be designed to inform each participant of his/her responsibilities (and those of others) during implementation of COOP procedures. It is essential that all employees have a clear understanding of what they are supposed to do. Training should include specific protocols for identifying and assisting employees with disabilities.
- Designated COOP personnel will participate in exercises to test backup, physical, and business systems. Training will include testing the IT systems and backup data including testing of offsite backup system data and IT operating systems.
- All personnel need to be informed of when they are expected to be ready to go back to work and/or if they are being recalled to support business COOP efforts.
- The payroll policy for such an event requiring the COOP will be located in [insert location]. This will account for essential and non-essential employees, as well as incidents that may inhibit their ability to perform their normal work duties.

H. Reconstitution

In most instances of COOP implementation, reconstitution will be a reverse execution of those duties and procedures listed above, including:

- Inform employees that the threat or incident no longer exists, and provide instructions for the resumption of normal operations.
- Supervise an orderly return to the building.
- Conduct an after-action review of COOP operations and effectiveness of plans and procedures which will improve future COOP implementations.

VII. SUPPLEMENTAL DOCUMENTS

Site Plans

The site plan should consist of the building(s) and surrounding property to include all business grounds (such as sheds and parking lots), surrounding properties and surrounding streets.   These plans can assist first responders and business owners while responding to an incident/emergency. In many cases, an overhead view found on the internet is an excellent starting point in building your site plan.

Business site plans may reference the following guidelines:

- The business name, address, and phone numbers for both the business office and for emergency maintenance shall be included on the site plan;
- Clearly mark the main business location, along with important landmarks and/or buildings (if possible);
- Typed with minimal or no handwriting;
- Include a key to define any symbols used;
- Compass directions noted.

[Insert Site Plan Here]

Floor Plans

Floor plans provide an excellent overview of the layout of [Insert Facility Name]. This can assist in responding to emergencies, evacuations, and identifying vulnerabilities.

Business floor plans are recommended to meet the following baseline guidelines and are encouraged to add supplemental information as needed:

- The business name, address, and phone numbers for both the business office and for satellite/corporate or other locations as needed;
- Typed with minimal or no handwriting;
- Include a key to define any symbols used;
- Compass directions noted;
- Exterior alpha phonetic identification of building sides (e.g. Alpha, Bravo, Charlie, Delta);
- Each floor should be on a separate page;
- Building entrances/exits clearly marked and numbered;
- Windows shall be graphically shown on the floor plans;
- Rooms should be labeled by room number, with common areas and administrative
    - offices labeled by use;
- Location of water, gas and electrical shutoffs noted;
- Fire extinguishers, alarm panel(s) and camera locations clearly noted;
- Areas of Refuge.
    - "Areas of Refuge" are safe staging areas for people who are not able, for one reason or another, to exit the building during an emergency, without the assistance of the first responders.

[Insert Floor Plans Here]

Business floor plans can be created on Microsoft Word and other basic software. See below for an example of a business floor plan created on Microsoft Word:
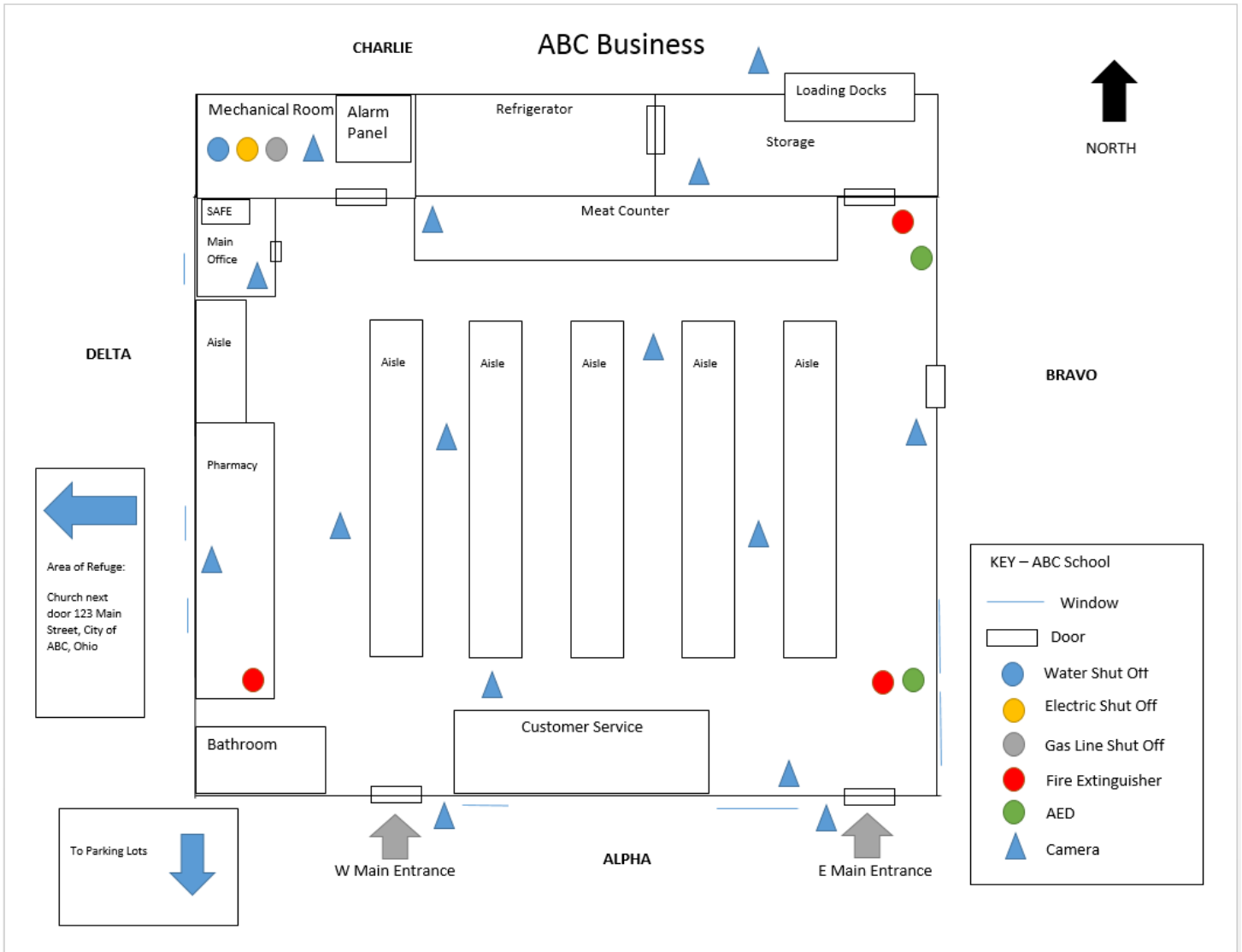
SIGNATURE PAGE - Optional

The signature of community law enforcement, fire, EMS, and County EMA, signifies they have been given the opportunity to collaborate (through planning or providing information) on the creation/update of the emergency management plan and that each of the named parties have been made aware of the content of the emergency management plan by the responsible business administrator. It is recommend that the business owner consults and shares their plan with each community stake holder as requested/applicable.

SIGNATURE PAGE – <mark>(Company Name)</mark>

Primary Community Law Enforcement:

_____

Agency/Contact   Title

_____

Signature

                                                        Date

Fire Official:

_____

Agency/Contact   Title

_____

Signature   Date

EMS Official:

_____

Agency/Contact   Title

_____

Signature   Date

County EMA Official:

_____

Agency/Contact   Title

_____

Signature   Date

Business Owner:

_____

Agency/Contact   Title

_____

Signature   Date

Employee Representative:

_____

Agency/Contact   Title

_____

Signature   Date

VIII. RESORCES

Business Safety Planning Glossary

Hazards: Hazards shall include situations involving threats of harm to personnel and/or facilities. Hazards include, but are not limited to, natural, technological and human-caused incidents. Hazards may require an interagency response involving law enforcement and/or emergency services agencies, depending on the size and scope of the incident.

Incident: An incident is an occurrence – natural, technological, or human-caused – that requires a response to protect life or property.

Incident Command System (ICS): The response infrastructure designed under the National Incident Management System (NIMS) to facilitate effective and efficient management of an incident by (1) identifying key team roles and functions; (2) assessing Employees skills; (3) pre-designating Employees for each ICS function (command, operations, planning, logistics, finance/administration); (4) coordinating with community partners; and (5) providing for transfer or command and backup of resources.

Incident Commander: The individual responsible for overall policy, direction and coordination of the emergency response effort. Usually this will be the local emergency official on site who has legal jurisdiction over the incident.

Key Knox Box: A Key Knox Box is a device where emergency keys to all parts of the business facility are stored.

Keyholder: The business should identify the individual with access to keys to all parts of the business facility in the event of a critical incident or hazard. This individual should be reachable at the telephone number listed in the event of an emergency.

Lockdown: The initial physical response to provide a time barrier. Lockdown is not a stand-alone defensive strategy. When securing in place this procedure should involve barricading the door and readying a plan of evacuation or counter tactics should the need arise.

National Incident Management System (NIMS): A set of principles that provides a systematic, proactive approach guiding government agencies, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location or complexity, to reduce the loss of life or property and harm to the environment. This system ensures that those involved in an incident understand their roles and have the tools they need to be effective.

Principal Decision-Maker: The official who has been designated by the Incident Commander, if not the same, who is authorized to make decisions for the facility in the event of a critical incident or hazard. The Principal Decision-Maker may transfer command to the emergency

responder Incident Commander, such as law enforcement, fire, or other safety officials who assumes control of the incident. The Principal Decision-Maker will usually continue to operate within the overall ICS structure.

Secondary Facility Decision-Maker: The facility should identify a secondary individual who is authorized to make decisions for the facility in the event that the primary facility decision maker is not available during an emergency situation. This individual should be reachable at the telephone number listed in the event of an emergency. The Secondary Facility Decision Maker may or may not serve as the Incident Commander during an emergency.

Additional Resources

Active Shooter Preparedness - https://www.dhs.gov/active-shooter-preparedness (Department of Homeland Security's portal that includes "How to Respond" materials, information on webinars and workshops, and training videos)

Center for Disease Control and Prevention (CDC) - http://www.cdc.gov/ (CDCs provides Emergency Preparedness support relating to their mission of health security through disease fighting and prevention)

CIMS (Communication Information Management System) - https://services.dps.ohio.gov/CIMS/Login.aspx (Ohio Homeland Security's secure log in platform providing daily/weekly homeland security briefs, resources, and networking)

Continuity of Operations & Resilience - https://www.fema.gov/continuity-operations (FEMAs resource portal providing information on developing a Continuity of Operations Plan along with online courses on the subject and the Continuity Assistance Tool)

DHS Resilience Resources - https://www.dhs.gov/topic/resilience (DHS-provided definitions, strategy, and review. This includes the voluntary program known as "PS-Prep" & Business Preparedness, where businesses can conduct a resiliency assessment & analysis, along with becoming certified)

FEMA Disaster Assistance - https://www.disasterassistance.gov/ (Find current disaster declarations, Red Cross units, Recovery Centers, hospital finder, and state emergency management agencies)

FEMA Family Communication Plan Guide - https://www.fema.gov/media-library/assets/documents/108887 (Provides a planning document for families complete with wallet cards in the event of an emergency)

HSEEP (Homeland Security Exercise and Evaluation Program) - https://www.fema.gov/media-library/assets/documents/32326 (Provides set of guiding principles for exercise programs, as well as common approach to exercise program management, design and development, conduct, evaluation, and improvement planning.)

Occupational Safety and Health Administration "eTool" - https://www.osha.gov/SLTC/etools/evacuation/eap.html (Provides references for minimum worksite requirements through OSHA, and assistance on developing an Emergency Action Plan/EAP)

Ohio Homeland Security (OHS) - https://homelandsecurity.ohio.gov/ (OHS main website with videos, news, and links. Note, the publication tab has downloadable content to include posters, Communities Against Terrorism bulletins, and more)

Private Investigator Security Guard Services (PISGS) - http://pisgs.ohio.gov/ (Ohio Department of Public Safety's Division responsible for the licensing of private investigators and security guards)

Public Health Emergency - http://www.phe.gov/preparedness/pages/default.aspx (US Department of Health & Human Services web portal supplying planning resources, bio/chemical/radiation emergency information, pandemic information, and more).

Ready.gov - https://www.ready.gov/make-a-plan (Creating a disaster/communication plan)

Ready.gov - https://www.ready.gov/kit (Creating a disaster supply kit)

Sector-Specific Plans - https://www.dhs.gov/2015-sector-specific-plans (16 sector specific approach on creating plans to improve your security and resilience supplying downloadable specific plans)

Stop. Think. Connect. - https://www.dhs.gov/stopthinkconnect (Cyber threat awareness and toolkit)