

Safety Policy & Procedure Manual		Section:	Date: 10-22-2015
		Revision:	
Subject: <p style="text-align: center;">Emergency Action Plan</p>			

Light Tower Rentals – “?” Branch

“Branch Address”

“City, State, Zip”

I. PURPOSE

This Emergency Action Plan is designed to provide guidance to personnel in the event of an emergency and outlines the required procedures for responding to emergencies. Emergencies both man-made and natural may require this facility to be evacuated or shelter-in-place. These may include, but are not limited to, fires, explosions, floods, earthquakes, hurricanes, tornados, toxic material release, radiological and biological accidents, civil disturbances, and workplace violence.

This plan has been developed to provide direction in responding to these and other types of emergencies and ensure the facility’s compliance with OSHA 29 CFR 1910.38, Emergency Action Plans.

II. DEFINITIONS

None

III. RESPONSIBILITY

The Emergency Coordinator is in charge of any emergency at the Norman Branch facility. All communication, questions, etc., are to be directed to the Emergency Coordinator, who has full authority, including the management decisions listed within this plan.

The Emergency Coordinator is responsible for:

- a. Assigning alternates to serve in his/her absence, they are listed on the Emergency Contact List in Appendix B.

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- b. Designating the appropriate emergency response personnel for the various types of emergencies outlined in this plan, and who will assist the Emergency Coordinator in the evaluation and response to emergencies.
- c. Ensuring that all personnel are trained on the procedures outlined in this plan.
- d. Making the decision to shut down operation and whether to shelter-in-place or evacuate during an emergency
- e. Directing the shelter-in-place, evacuation and search of the facility, and recall of personnel during an emergency
- f. Communicating with local law enforcement and local emergency response personnel to review this plan, the facility, and communicate with them during an emergency.
- g. Conducting mock emergency drills to train personnel and test this plan at least annually.
- h. Ensuring that this plan and the contact personnel are kept up to date with current work practices and contacts.

IV. EMERGENCY ACTION PLAN OVERVIEW

Depending on the circumstances and the type of emergency, the first important decision is whether to stay at the facility (shelter-in-place) or evacuate. Management will use all available information to determine if there is an immediate danger. In any emergency, local authorities may or may not immediately be able to provide information on what is happening and what the facility should do.

Management will make the decision to either shelter-in-place or evacuate in the absence of direction from outside agencies. This plan is designed to account for both possibilities. Management will use available information to assess the situation. If there is a large amount of debris in the air, or if local authorities say the air is badly contaminated, the decision may be to "shelter-in-place." Information will be gathered from watching TV, listening to the radio, or checking the Internet often for information or official instructions as it becomes available. There are numerous emergencies that may prompt personnel to shelter-in-place. Examples of these types of emergencies include; terrorist attacks, toxic material releases, radiological and biological accidents, civil disturbances, workplace violence, and tornados.

If told to evacuate or seek medical treatment from the authorities, the facility will do so immediately.

In preparation for these events the facilities has designed the following plans to help instruct personnel on who to contact, where to go, and the basic emergency supplies information.

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1. Emergency Information List (Appendix A)

The emergency information list contains emergency responders, contact phone numbers, emergency assembly locations, and shelter-in-place locations. It outlines the basic actions that must be taken in the event of an emergency.

2. Emergency Contact List (Appendix B)

The emergency contact list is posted by the (enter where it is posted) to be used to initiate this emergency action plan. This list contains the home and work phone numbers of key staff and support personnel (e.g., corporate staff, police, fire, emergency medical support, and relevant government agencies). It also contains the names and/or titles of those individuals who are assigned to serve as the facility's Emergency Coordinator, spokesperson, and their designated alternates.

3. Spill Response Information (Appendix C)

The spill response information contains information on chemicals stored on site, storage amounts, spill cleanup supplies, personal protective equipment, and the names of personnel trained in spill response procedures.

4. Site Evacuation Map

The site evacuation map(s) (Appendix D) contain the emergency escape routes for the buildings and/or area. In addition fire extinguishers, first aid kits, spill response kits, and other emergency response equipment are indicated. Upon notification of an evacuation, all personnel who are not directly involved in responding to the emergency must go directly to the emergency assembly location(s) indicated on this map. Once at the emergency assembly location point, a headcount will be conducted to account for all personnel at the facility.

The emergency assembly areas were selected because there is sufficient area to accommodate all personnel. They are located away from busy streets and out of the way where they will not interfere with rescue and emergency response operations. The location is also up-wind from the most common or prevailing wind direction from the potentially hazardous areas on site.

5. Employee Personal Information

Personal emergency response information is kept with the human resources department. This information, which may be needed in the event of an emergency includes:

- a. Home telephone numbers
- b. Names and telephone number of next of kin, and
- c. Medical information

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This information is maintained in such a way that it can be readily retrieved in the event of an emergency.

6. Rescue

Rescue operations at this facility will only be performed by outside agencies that have professionally trained, equipped, and certified personnel to perform rescue operations.

7. Detailed Procedures

Below are detailed procedures for each of the following events:

- a. Fire Response Procedures
- b. Shelter-in-Place Procedure
- c. Evacuation Procedure
- d. Medical
- e. Weather
- f. Spill Response Plan
- g. Bomb Threat

V. FIRE RESPONSE PROCEDURES

This outlines when it is safe, and not safe, to fight a fire with a fire extinguisher. **Promptly reporting a fire is always the first response.** This is to alert everyone and make sure they are evacuated to the emergency assembly location if necessary.

1. Report Fires Immediately

Activate the emergency alarm system and report all fires immediately to the emergency coordinator or a designated alternate and notify the fire department.

2. Small Fires

Personnel who have completed annual fire extinguisher training may attempt to extinguish small fires. A small fire is defined as a fire that can be controlled or extinguished by the use of portable fire extinguishers without the need for personal protective equipment. Individuals must use their judgment based on their training and experience to determine whether or not it is safe to fight a fire with portable fire extinguishers.

The following is provided as general guidance in helping personnel in making this decision.

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3. When it may be safe to extinguish a fire using a fire extinguisher:

- a. Size of the Fire – if the fire is limited to the original material ignited, it is contained (such as in a waste basket) and has not spread to other materials. The flames are no higher than the firefighter's head.
- b. Condition of the Air in the Area – if the fire has not depleted the oxygen in the room and is producing only small quantities of toxic gases and no respiratory protection equipment is required.
- c. Amount of Smoke and Heat – if heat is being generated, but the room temperature is only slightly increased. Smoke may be accumulating on the ceiling, but visibility is good and no special personal protective equipment is required
- d. Evacuation Path - there is a clear evacuation path that is behind you as you fight the fire.

4. When it is not safe to use a fire extinguisher to fight a fire:

- a. Type, size, and location of the fire - If the fire involves flammable solvents, has spread over more than 60 square feet, or is partially hidden behind a wall or ceiling, or cannot be reached from a standing position.
- b. Condition of the air - if the smoke and products of combustion from the fire require respiratory protection in the area
- c. Amount of Heat – If the radiated heat is easily felt on exposed skin making it difficult to approach within 10-15 feet of the fire (or the effective range of the extinguisher)
- d. Visibility - If the person must crawl on the floor due to heat or smoke. Smoke is quickly filling the room, decreasing visibility.
- e. Evacuation Path - If the fire is not contained, and fire, heat, or smoke may block the evacuation path

VI. SHELTER-IN-PLACE PROCEDURE

1. Shelter-in-Place Rooms

To “shelter-in-place,” an interior room(s) is selected that is above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit. Overcrowding is avoided by selecting additional rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors. It is ideal to have a hard-wired telephone in the room(s) you select. Cellular telephone equipment may be overwhelmed or damaged during an emergency.

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2. Emergency Supplies

Shelter-in-place disaster supplies may include items such as nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.

3. Shelter-in-Place Emergency Action Plan

The following is a basic outline of the typical procedures used for sheltering-in-place. When authorities provide directions to shelter-in-place, they want everyone to take these steps immediately.

- a. Close the facility.
- b. If there are customers, clients, or visitors at the facility, provide for their safety by asking them to stay. Instruct these people that it is best for their safety not to leave their current location. Do not drive or walk outdoors.
- c. Unless there is an imminent threat, ask employees, customers, clients, and visitors to call their emergency contact (i.e. family member, etc.) and let them know where they are sheltering (staying) and that they are safe.
- d. Turn on call-forwarding or alternative telephone answering systems or services. If the business has voice mail or an automated attendant, change the recording to indicate that the business is closed, and that staff and visitors are remaining in the building until authorities advise that it is safe to leave.
- e. Quickly lock exterior doors and close windows, and air vents. Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air. These systems, in particular, need to be turned off, sealed, or disabled. Close or tape-off all vents in the "shelter-in-place" room(s).
- f. If you are told there is danger of an explosion, close the window shades, blinds, or curtains.
- g. Take your emergency supplies and go into the designated shelter-in-place room(s). Seal all windows, doors, and vents with plastic sheeting and duct tape or anything else you have on hand.
- h. Consider precutting plastic sheeting (heavier than food wrap) to seal windows, doors, and air vents. Each piece should be several inches larger than the space you want to cover so that it lies flat against the wall. Label each piece with the location of where it fits.
- i. Call emergency contacts and have the phone available if you need to report a life-threatening condition.
- j. Write down the names of everyone in the room, and call the designated emergency response coordinator to report who is in the room(s) with you, and their affiliation with your business (employee, visitor, client, or customer).

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- k. Listen to the radio, watch television, or use the Internet for further instructions until you are told all is safe or to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

VII. EVACUATION PROCEDURE

1. Activate Emergency Alarm System

In the event of an evacuation emergency, the **emergency coordinator, alternate coordinator, or a designee** will notify the employees of the emergency by word of mouth.

2. Shut Off Equipment

Equipment or operations will only be shut off if time permits and only if your personal safety is not at risk. Critical operations that need to be shut down are included in the Facility Emergency Information List.

3. Use Designated Exit Routes

Plans/maps that identify designated emergency exits, routes and the locations of fire extinguishers and fire hoses are posted in key locations within the Facility. Employees must always evacuate through an exit closest to your location in the event of an emergency or fire requiring evacuation. The emergency coordinator, or in his/her absence an individual designated by the emergency coordinator, is responsible to ensure that all assigned evacuation routes and exits are clear from obstructions that could hinder evacuation during an emergency.

4. Clear the Building / Area

Emergency Coordinator and designee's are responsible in the event of an evacuation to ensure that all employees and visitors safely evacuate from the assigned work area. These individuals are also responsible for ensuring that any disabled person located in the work area is either evacuated with other employees or is relocated to a designated (on the evacuation map) location for evacuation by emergency response personnel.

5. Evacuation Precautions

When evacuating during a fire, do not open doors if the doors or knobs are hot. If they are cool, open doors slowly. If smoke is encountered when exiting, kneel down on the floor and crawl to escape. Never use an elevator during a fire. Smoke and heat rises so the elevator may be filled with smoke.

6. Proceed Immediately to Assembly Locations

Employees are instructed to quickly exit the building in orderly fashion and to assemble at the primary or secondary assembly locations. The primary assembly area is located next to the east gate

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and the secondary assembly area is located in front of the main office building in the parking lot. In the event of an emergency, employees should head to the primary assembly area unless it is determined that the area is unsafe or management directs everyone to the alternate assembly area.

7. Conduct Headcount

The emergency coordinator or alternates with the assistance of designees are to take headcount at the assembly area. Emergency personnel are to be notified of names and last known location of any missing personnel who might require rescue.

Emergency personnel or the emergency coordinator will make the decision once a headcount is taken if the situation warrants a further evacuation. This may require sending personnel home by normal means or providing them with transportation to an offsite location.

8. Do Not Re-Enter Building / Area Until Authorized

Once **Emergency Response Personnel** or the **Emergency Coordinator** or **Designee** has given the "all clear" and only when the "all clear" is given, may employees reenter the facility and proceed to their designated work areas.

9. Review Plan

Senior management will conduct a formal critique of the incident and associated actions, to identify necessary recommendations for improvement.

VIII. MEDICAL EMERGENCIES

1. Reporting a Medical Emergency

During normal working hours, evenings, or weekends:

- a. Report minor injuries to your supervisor or designated first aid provider.
- b. Drivers are to call their supervisor, safety officer, safety manager or the branch coordinator.
- c. Serious or life threatening injuries, call 911/Fire Department, and facility management.

2. Emergency First Aid Assistance

First aid is provided on a voluntary basis by first aid responders who have received first aid and/or CPR training. Additionally, LTR has established a procedure to provide post-exposure treatment in the event that an employee is exposed to blood or other potentially infectious substances when voluntarily providing emergency assistance or first-aid.

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IX. WEATHER – TORNADOS, HURRICANES, FLASH FLOODS

The Emergency Coordinator or Alternate will make the determination to shut down operations if threatening weather is in the area. These individuals will decide whether it will be better to leave the facility if time permits or “shelter-in-place.” During a tornado, the shelter-in-place locations are located in the War Room up against the interior wall and in the storage closet in the hallway.

1. Monitor Weather Conditions

When threatening weather suggests that a tornado, or other dangerous weather condition, could occur in the vicinity, the Emergency Response Coordinator (ERC) will monitor local news/weather radio broadcasts for warnings issued for areas in or around the Facility.

2. Proceed to Designated Shelters

When a weather-related warning is issued for the area the ERC will notify all supervisors to be prepared to move their employees to shelter-in-place areas. At the first sign of an approaching tornado or threatening weather, supervisors must direct their employees to shelter-in-place. If time permits, turn off your equipment, prior to proceeding to the designated shelter-in-place area.

3. If Designated Shelter is Not Available

Personnel who are unable to reach designated shelter-in-place areas are instructed to use the following guidance to seek alternative shelter. Shelters should ideally be below grade, or if not feasible, above grade in an area without windows and of substantial construction. Typically, fire stairwells and washrooms are examples of appropriate shelter areas. Interior corridors are less desirable as past incidents have indicated that they can become filled with flying shrapnel. If the above shelters are not readily available, cover should be sought under heavy furniture, on the lowest floor, and away from windows, glass doors, etc. All office trailers should be evacuated, and those personnel should move to a more permanent shelter or lie flat in the nearest depression or ditch. Personnel who are outdoors and cannot get to shelter should seek a low-lying area, ditch, depression or low area.

4. Headcount and Recovery

After the threat of threatening weather has passed, the ERC with the assistance of designees are to take headcount to determine that all employees are safe and uninjured. Remain in the shelter area until instructed to return to your work area by the ERC.

5. Call For Emergency Assistance

Call 911 or the Fire Department if any employee requires medical assistance or rescue. Give the Fire Department the appropriate address and the exact location where assistance is required.

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X. SPILL RESPONSE

1. Pre – Planning

Chemicals used or stored at the facility are stored and labeled in approved containers according to the requirements of the Facility’s Hazard Communication (Right-To-Know) Program. Make sure the Safety Data Sheets (SDS) are available for all chemicals. The branch safety officer is responsible for ensuring that his/her employees are aware of the hazardous chemicals that are used in their work area.

If employees are trained to do so and there is no immediate danger to life and or health, trained employees are asked to respond to the spill/release by stopping, containing, and cleaning up the spill. In the event there are no trained personnel or there is an immediate danger to life and or health, employees should immediately evacuate to the primary or secondary assembly areas and notify Emergency Response Personnel of the spill/release. Appendix C contains a list of chemicals and the amounts if spilled that would require personnel to leave the area.

2. Reporting a Spill

a. Minor Spill

If the spill/release is small (i.e., not large enough to require employees to leave the area) report it immediately to your safety officer or safety manager.

b. Moderate Spill

Leave the area of the spill/release, then immediately notify your safety officer, safety manager or a designated spill responder. They will initiate the actions that are required to stop, cleanup, or otherwise respond to the spill/release.

c. Major Spill

Leave the area of the spill, then immediately notify your safety officer or safety manager, and contact the proper authorities or spill responders – Safety Kleen – 888-375-5336.

3. Limits of Response

Appendix C contains a list of spill supplies, personal protective equipment to be used for spill responses, and list of personnel who are the designated spill responders for small and moderate sized spills.

a. Minor Spill

Most employees have received routine Hazard Communication training and have been provided with supplemental training on how to use spill cleanup supplies and additional personal protective equipment which will allows them to cleanup minor spills/releases as a part of their routine work assignments. Moderate and larger spills/releases are either handled by moderate spill responders or by Hazardous Materials (HAZMAT) responders.

b. Moderate Spill

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Responders for moderate sized spills are used at this facility for leak prevention and cleanup, where conditions do not exceed the thresholds established in this plan for HAZMAT response. Employees who have been assigned to respond to moderate sized spills have received routine Hazard Communication training and have been provided with supplemental training to use spill cleanup supplies and additional personal protective equipment. In the event of a moderate spill/release employees are either:

- Required to leave the area until the situation is corrected; or
- Trained and qualified, as a member of the spill response team, to stop the leak and/or clean-up the spill/release.

c. Major Spill

HAZMAT responders are required whenever release of the hazardous chemical creates conditions in the spill/release area that:

- Are life or injury threatening;
- Pose a fire or explosion hazard;
- Present an oxygen deficient atmosphere; or
- Cause high levels of a toxic substance.

Professional fire and emergency assistance are requested (see emergency contact list) where either the facility does not have a HAZMAT response team or when backup assistance is required for the facility's HAZMAT response team

XI. BOMB THREAT

1. Bomb Threat Analysis

Proper response to the threat involves at least three continuous and related but distinct steps:

- a. Analysis of the threat and estimate of the need for response.
- b. Decision on what is the proper response.
- c. Implementing the response decision within the allowable time frame.

2. Procedure To Be Followed After A Bomb Threat Has Been Received

The person who receives the threat should immediately contact the ERC or the designated alternate.

The person receiving the threat should then immediately fill out a Bomb Threat Checklist (Form 1019, or an equivalent form). This Checklist should be completed for each threat received, noting the time and, if possible, the exact words used in the threat.

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In the case of a phone threat, record the conversation if possible and consider taping subsequent calls.

Once he/she is notified the ERC or designee will:

- a. Notify the local law enforcement agency, or where the facility has a security officer, contact security to notify local law enforcement (where a security service or security office is used it is recommended that the shift commander be requested, to insure confidentiality);
- b. Notify all supervisors and instruct them whether to evacuate the facility and/or conduct a search. The Bomb Threat Search Procedure is contained in Bomb Threat Checklist (Form 1019).

If any employee is so concerned that he/she wants to leave the facility because of the bomb threat, he/she shall be allowed to do so.

If a decision is made to evacuate the facility, supervisors will be responsible for shutting down in the normal manner. Employees will be instructed to proceed to the emergency assembly locations and to remain there for further instructions.

When a decision has been made to return to work, employees will be advised to return to work. Procedures should be in place to contact employees. Supervisors should turn in the names of any missing personnel to their managers or the facility manager.

XII. TRAINING

Training employees is a critical component of this plan in preparing personnel in how to respond to an emergency. All employees are trained, on their first day of employment, on the actions that they are required to follow during an emergency. Additional training, as appropriate, is provided:

- For employees who are assigned to assume additional responsibilities during an emergency;
- Whenever employee's responsibilities or designated actions under the plan change
- Whenever the plan is changed, and
- As necessary to maintain the required skills of personnel.

The training program provided to personnel covers this emergency action plan and includes the following topics:

- Individual roles and responsibilities;
- Potential threats, hazards, and protective actions;
- Notification, warning, and communications procedures;
- Means for locating family members in an emergency;
- Emergency response procedures;

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- Evacuation locations, shelter-in-place locations, and accountability procedures;
- Location and use of common emergency equipment; and
- Emergency shutdown procedures.

XIII. ANNUAL DRILLS AND PERIODIC UPDATES

This facility conducts a test of this emergency action plan at least annually so personnel become familiar with the emergency procedures, the evacuation routes, emergency assembly locations, and shelter locations. The facility reviews this plan with other companies in the area to ensure emergency response efforts are coordinated between neighboring facilities.

Additionally, the plan is reviewed with local emergency response officials to help facilitate the coordination of emergency response efforts. A relationship has been promoted with the local fire department and ambulance provider so they know the layout of the facility, potential hazards, and are familiar with site emergency response personnel. The plan is stored in a location and manner that can be readily reviewed by employees or their designated representatives. This plan is routinely updated as changes occur.

XIV. PROGRAM ENFORCEMENT

The Emergency Response Coordinator is responsible for enforcement of this Emergency Action Plan. Anyone who directs someone to violate, or has knowledge of a violation, and takes no corrective action will receive appropriate disciplinary action. All personnel are responsible for following the procedures in this program. Personnel found in violation of this program will be subject to disciplinary action.

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Appendix A - Emergency Information List

Emergency Responders, Phone Numbers, & Assembly Locations

Facility Name: _____

Emergency Response Coordinator (ERC): _____

Address: _____

Office Phone Number: _____

Fire Department: Phone Number: () _____ or Emergency dial 911.

1. Fire and Evacuation

Equipment needed to be shut down in an emergency:

1. _____
2. _____
3. _____

Responsible persons to shutdown equipment:

1. _____
2. _____

Emergency assembly locations:

Primary: _____

Secondary: _____

2. Medical

Medical assistance personnel (if other than fire department): _____

Number of minutes it takes for professional medical assistance to reach this facility is _____ minutes.

The facility ___ has voluntary trained employees to serve as first aid responders.

Location of first aid supplies: _____

3. Shelter-in-place Emergencies, Weather, etc. -

Location of the shelter-in-place and emergency shelters:

1. _____
2. _____

4. Spill Response

The facility X has or ___ does not have designated and trained employees as HAZMAT responders. If yes, list names: Safety Kleen

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Appendix B – Emergency Contact

Title/Agency	Contact	Business Hours Phone	After-Hours Phone
Emergency Response Coordinator (ERC)			
First Alternate ERC			
Second Alternate ERC			
Police Department		Emergency 911	
Fire Department		Emergency 911	
Emergency Medical Services		Emergency 911	
Safety Department			
Insurance Company			
OSHA Area Office			
Poison Help Line			

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Appendix C - Spill Response Information

Spills/releases of the following chemicals, at the following locations, in excess of the listed amounts, will require an employee to leave the area:

Location _____

Chemical (Product) Name

Size of spill (lbs., gallons, etc.)

In the event of this type of a spill, go to _____
until advised to return.

Location _____

Chemical (Product) Name

Size of spill (lbs., gallons, etc.)

In the event of this type of a spill, go to _____
until advised to return.

Location _____

Chemical (Product) Name

Size of spill (lbs., gallons, etc.)

In the event of this type of a spill, go to _____
until advised to return.

Responders for Minor Spills

The following **supplies** are maintained for minor spill response:

Location

Type of Supply

Minimum On-Hand Quantity

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The following personal protective equipment is maintained for minor spill response:

Chemical (Product) Name	Assigned Personal Protective Equipment
--------------------------------	---

_____	_____
_____	_____
_____	_____

Responders for Moderate-Sized Spills

The following supplies are maintained for moderate spill response:

Location	Type of Supply	Minimum On-Hand Quantity
-----------------	-----------------------	---------------------------------

_____	_____	_____
_____	_____	_____
_____	_____	_____

The following personal protective equipment is maintained for moderate spill response:

Chemical (Product) Name	Assigned Personal Protective Equipment
--------------------------------	---

_____	_____
_____	_____
_____	_____

The following personnel are assigned as moderate spill responders:

Job Title/Description	Job Title/Description
------------------------------	------------------------------

_____	_____
_____	_____

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Appendix D - Site Evacuation Map

The site evacuation map(s) contains the emergency escape routes for this building and/or area. In addition, fire extinguishers, first aid kit, and spill response kit and equipment are indicated. All personnel who are not directly involved in responding to the emergency upon notification of an evacuation are to go directly to the emergency assembly location(s) indicated on this map.

Once at the emergency assembly location point, a headcount will be conducted to account for all personnel at the facility.

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Bomb Threat Checklist

1. When the Threat is Called In:

- a) Keep the caller on the line as long as possible. If possible, record the conversation.
Use pages 2 and 3 of this form to note all relevant information from the call.
- b) If not indicated, ask the caller for the location of the bomb and the time of possible detonation.
- c) Inform the caller that the building is occupied, and the detonation of a bomb could result in death or serious injury to many innocent people.
- d) Pay particular attention to peculiar background noises such as motors running, music, and any other noise, which may give a clue as to the location of the caller.
- e) Listen closely to the voice (male or female), voice quality (calm, excited), accents, unique phrasing, and speech impediments. Does this voice immediately remind you of a certain individual? If so, list that.
- f) Report the call and gathered information immediately to the _____.
(Facility Manager or designee).
- g) The _____ will notify local police and fire department
(Facility Manager or designee).
- h) Follow the directions given by the local police or fire department.

2. Written Threats

- a) Save all materials, including any envelope or container.
- b) Once the message is recognized as a threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typing, paper, and postal marks that are essential to tracing the threat and identifying the writer.
- c) Report the call and gathered information immediately to the _____.
(Facility Manager or designee).
- d) The _____ will notify local police and fire department
(Facility Manager or designee).
- e) Follow the directions given by the local police or fire department.

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IF A TELEPHONE BOMB THREAT IS RECEIVED, THE PERSON TAKING THE CALL SHOULD REMAIN CALM AND TRY TO GET AS MUCH INFORMATION AS POSSIBLE

- Key Points:**
1. Keep the caller talking – Do not interrupt!
 2. Ask the caller to speak louder.
 3. Ask the caller to repeat.
 4. Write out the caller’s message entirely, if possible.

Date: _____

Time: _____ AM/PM

Received By: _____

Exact Words of Caller: _____

Questions to ask:

1. When is bomb going to explode? _____
2. Where is it located? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. Why did you place the bomb? _____
6. What do you hope to accomplish? _____
7. What is your name? _____
8. Where are you calling from? _____

Information Regarding the Call and Caller:

Voice Characteristics:

Familiar	_____	Male	_____	Female	_____
Child	_____	Nasal	_____	Loud	_____
Soft	_____	High	_____	Raspy	_____
Deep	_____	Pleasant	_____		
Other	_____				

Speech Characteristics:

Fast	_____	Slow	_____	Intoxicated	_____
Stutter	_____	Slurred	_____		
Other	_____				

Accent Characteristics:

Local	_____	Region	_____	Foreign	_____
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Other _____

Manner of Caller:

Calm _____ Angry _____ Deliberate _____

Emotional _____ Laughing _____ Incoherent _____

Righteous _____ Rational _____ Coherent _____

Other _____

Origin of Call:

Internal _____ External _____ Cell Phone _____

Local _____ Long Distance _____

Did the caller appear to be familiar with the facility? Yes _____ No _____

Number/extension at which the call was received: _____

Other _____

Background Noises:

Office Machines _____ Street Traffic _____ Voices _____

Factory Machines _____ Airplanes _____ Trains _____

Animals _____ Trucks _____ Music _____

Quiet _____ Party _____ Static _____

Other _____

People Contacted:

Yes No Time

Facility Manager _____

Police Department _____

Fire Department _____

Other _____

Other _____

Other _____

Bomb Threat Search Procedure

a. Authorization and Report

1. Your supervisor will instruct you when to search and the specific area to be covered. Your supervisor should also give you a time limit when to stop searching.
2. Report back to your supervisor when the search is complete or at a prearranged time.

b. Search Team

1. A minimum of two persons and a maximum of three should be used. (Should normally include supervisor and one other person familiar with the area.)

DO NOT TOUCH ANY SUSPICIOUS ITEMS OR UNIDENTIFIABLE PACKAGES

Subject:

Emergency Action Plan



c. Search Technique

1. Take your time and use caution.
 2. Be systematic, use upward coverage method: first, floors; then machines; then windows, shelves; then ceiling; then desks.
3. Always be as quiet as possible, listening for timing devices.
4. Search high-potential areas first.
 - i. Toilets (check all closed and locked stalls)
 - ii. Lunchrooms
 - iii. Stairwells
 - iv. Elevators (top of car) and elevator shafts (pits)
 - v. Utility rooms, closets, janitors' supply areas
 - vi. Areas open or near to exterior doors, lobbies, etc
 - vii. Indoor trash receptacles
 - viii. Utilities

d. Unidentifiable Package

1. A bomb device may be in any shape; lunch boxes, briefcases, cigar boxes, lead pipes, shoe boxes, and paper bags are the most common.
 - i. The rule of thumb to follow during a search is to attempt to answer the question; "Does this item look like it belongs here?"
 - ii. An expensive looking briefcase, for example, in an executive's office might not be cause for alarm. Found in a locked toilet stall, however, it could indicate the presence of a device.
 - iii. By the same token, a cigar box placed under a stairwell would likewise be indicative of a device.
2. If a suspected device is located, one member of the search team is required to report by phone or in person to the Facility Manager, or designated alternate, who will then investigate to determine how likely the suspected device is to be a bomb.
 - i. Keep your cool when suspicious objects are found.
 - ii. No attempt should be made by the employee to remove or inspect the item!
 - iii. No radio or walkie-talkie transmissions should be made as the keying of a microphone could detonate a device.
3. The Facility Manager, or designated alternate, will direct that appropriate personnel from the area in question and be questioned regarding concerning the suspected device

The Facility Manager, or designated alternate, will make the necessary arrangements for the police bomb disposal squad to investigate.