

Emergency Response and Preparedness

Steps:

1. Emergency Response Policy
2. Emergency Evacuation Procedures
3. Cautions: In Case of a Fire
4. Emergency Response Plan Overview
5. Elements of an Emergency Plan
6. Risk Based Functions
7. What are Emergencies?
8. Emergency Priorities
9. Emergency Response Guidelines
10. Roles and Responsibilities
11. TDG Emergency Response Plan
12. Bombs or Threats Policy
13. Bomb Threat Checklist
14. Telephone Threats
15. Written Threats
16. Mail Threats

1. Emergency Response Policy

Pre-planning is necessary to prevent possible disaster in the event of an emergency. An urgent need for rapid decisions, being properly equipped and training are key during an emergency. The risk of an emergency cannot be controlled in many cases or totally eliminated; therefore **Company Name** will take the following steps to help insure the proper reaction to any situation that we may be faced with.

Our Policy is as Follows:

1. Ensure every employee is trained in emergency response and takes part in exercise drills at least 1 time within a 6 month period, if not more often.
2. Provide the opportunity for first-aid training to every employee in the company at the company's expense.
3. Ensure we have well above the minimum amount of certified first-aiders in each branch and their names are posted throughout our facilities.
4. Provide adequate emergency evacuation training companywide to every employee and that all new hire employees will be introduced to our emergency response plan, policy and evacuation procedures during their company orientation training before they start their new position with our company.
5. Evacuation routes are clearly marked and keep unobstructed at all times.
6. Muster points are marked and assigned to every employee.

7. Ensure we have the required emergency equipment in place such as fire extinguishers' and water hoses and have the appropriate amount of trained staffing to be able to effectively use the equipment.
8. Arrange and/or provide transportation to an emergency medical facility for any injured person.
9. Have department leaders trained in emergency response procedures.
10. For any handicapped person or person who has prearranged help, assign a helper to aid that person(s) during evacuation, as needed.

2. Emergency Evacuation Procedures

In the case of an emergency or evacuation it is important that everyone knows and understands their role enabling everyone one to work together seamlessly. When an emergency takes place, it is very important that the evacuation is quick, organized and preplanned. Below you will find a layout of what to do during an emergency.

1. If you discover a fire or emergency, immediately activate the alarm system, announce on the PA system to evacuate due to an emergency or yell "Fire, Fire, Fire" three times loudly to alert everyone.
2. Attempt to extinguish the fire if possible.
3. Find your supervisor or a manager and discuss with him what has happened.
4. Determine whether emergency services and or utility companies need to be called to shut down a service(s) to prevent further complications.
5. If time permits, as you exit turn off all lights, electrical devices such as computers and printers and close all windows and doors. Pick up your personal belongings.
6. Determine the safest exit route and communicate that with all your co-workers.
7. Stay together as a group.
8. In a controlled manner move along and file quickly out your nearest exit and then proceed to your muster point and stay there for roll call. Do not leave your muster point under no circumstances. We do not want to send someone back into danger and risk their life to find you because you decided to leave your muster point.
9. If you have to leave through a closed door that you cannot see through feel the door to see if it hot and look under the door to look for smoke coming under the door. If you feel it is safe, open the door slowly and determine if you have a safe route out of the building.
10. If you notice someone on the verge of panic, go to them and help them. Sometimes by giving them a task they will stay focused and calm. If need be, take their hand, lead them and talk to them to keep them focused and occupied as you leave the facility. Once outside, stay with them and do not allow them to wander.
11. If a person has a physical disability, requires assistance or is handicapped you will have to assist that person from the building to the muster point.
12. Always remember to (1) stay calm, (2) move quickly, (3) be decisive, (4) stay together, (5) watch for danger, (6) help each other, (7) stick to the plan.

3. Cautions In Case of a Fire

Fires are the most common type of emergency. In many cases fires can be controlled before an emergency occurs. Below are several suggestions that you need to be aware of when dealing with a fire.

1. Remember fire spreads quickly and can create an explosion. If you cannot exit the room safely, determine if you can safely break a window and exit through the window without fueling the fire.
2. In most cases fire will create thick black smoke that can be difficult to move through and can cause suffocation. Wet a cloth and breathe through the cloth using it as a filter.
3. Perform a methodical search of your work area, take a head count and ensure that all persons have been notified and are aware of the emergency.
4. Determine the safest exit route and communicate that with all your coworkers.
5. If smoke is entering the room slowly, stay close to the floor as the air is cleaner there and oxygen will be more plentiful there as well. Seal the bottom of the door to prevent smoke from entering. Stay there and wait for the fire department to come for assistance if need be. Don't worry your co-workers will still know that you are still in the building.
6. If possible open a window slowly to allow fresh air in without fueling the fire.
7. Count the people in your department and keep note of the people who you are with, keep everyone together and keep track of everyone.
8. If a decision is made, communicate it to everyone and stick to that decision. Do not change it mid-stream as it will create panic and confusion.
9. Stay calm, stay together, move quickly, and stay tight. Do not run.

4. Emergency Response Plan and Preparedness

Company Name employs a comprehensive emergency preparedness and response plan to achieve a planned, coordinated response to emergencies that minimizes any adverse effects to our employees, the company, the environment and the community.

When an emergency occurs, decisions must be made quickly therefore planning and preparing in advance for an emergency is very important. An emergency response plan will protect the health, safety and the lives of our most valuable asset, our employees, the environment and our facilities. Planning will also minimize business losses related to damage to the environment and property. An emergency plan will specify procedures for handling sudden unexpected situations. The main object is to reduce the possible consequences for an emergency by:

1. Ensuring the safety and wellbeing of our employees and customers.
2. By administering medical assistance to any injured employee or person.
3. To protect or reduce the effects of the event to or on our property.

4. Notify the proper emergency authorities and the utility services for help or assistance.
5. Allowing for a quick resumption of normal operations minimizing business losses.

This emergency plan's objective is structured to address emergency management and coordination, specific responsibilities, actions, as well as resources and preparedness. This program contains information to be used during an emergency and includes the decisions, actions and application used to mitigate the consequences of an emergency.

Its purpose is to provide coordination and support to the decisions made by management in response to a specific emergency situation, incident or event. This "Emergency Response Plan" activation plan is the first step taken after an event has occurred. We will need a complete team effort from everyone to ensure its effectiveness at a time of need or in the event of an emergency.

5. Elements of an Emergency Response Plan

The 3 key elements to an effective emergency response planning and response are:

1. Emergency Preparedness.
2. Emergency Response.
3. Implementation.

Emergency Response Elements:

1. Response --- emergencies associated within our operating activities will be resolved in a safe and effective manner.
2. Planning --- we have developed and have in place a current plan that provides the framework for an effective, coordinated emergency response.
3. Documentation --- accurate records and information on all activities associated with emergencies will be maintained.
4. Communications --- a system for reliable, effective communications will be maintained within the organization and with other parties affected by the emergency.
5. Resources --- appropriate internal and external support data, personnel and equipment required are available to resolve an emergency.
6. Community Mutual Aid --- where necessary, community mutual aid agreements are established with local organizations, utility companies and emergency responders, to enhance our emergency resources.
7. Training --- documented training activities and emergency exercises are conducted regularly to ensure our employees are competent to perform their obligations as identified in the emergency response procedures.
8. Community Liaison --- we work cooperatively with the local authorities, the public and industries to establish a coordinated plan for response to emergencies.

9. Responsibilities --- management ensures that the response program is implemented and maintained. Employees will understand their roles and responsibilities, and perform their assigned emergency response roles in accordance with these procedures.
10. Testing the Plan --- that we periodically conduct emergency response exercises that test the effectiveness of our response plan and identify opportunities to improve the plan.

6. Risk Based Functions of Emergency Response

Emergency management is comprised of four risk based functions. They are as follows:

1. **Prevention and Mitigation** --- actions taken to eliminate or reduce the impact and the risks of hazards through pro-active measures taken before an emergency or disaster occurs, for example, trained management and employees, training and education, and practice.
2. **Preparedness** --- actions taken to be ready to respond to a disaster and to manage its consequences through measures taken prior to an event, for example; emergency response plans and training, mutual community assistance agreements, resource inventories such as safety supplies, protection equipment and practice drills.
3. **Response** --- an action taken to save lives and protect property during or immediately after a disaster to manage its consequences, for example, emergency public communication, search and rescue, emergency medical assistance, emergency feeding and shelter and evacuation to minimize suffering and losses associated with disasters.
4. **Recovery** --- action taken to repair or restore conditions to an acceptable level to return to normal business through measures taken after a disaster, for example, return of evacuees, trauma and psychological counseling, reconstruction, economic impact studies and financial assistance. There is a strong relationship between long term recovery and prevention and mitigation of future disasters.

7. What are Emergencies?

Emergencies are incidents that threaten public safety, health and welfare, the environment and our places of work. If severe or prolonged, they can exceed the capabilities of our responders. Such incidents range widely in size, location, cause, and effect, but nearly all have an environment component.

An emergency could involve a serious injury, a fire, an explosion, a bomb threat or a natural disaster.

Types of Emergencies:

There are several types of emergencies that need to fit into our emergency plan. Some may be more likely than others, but we must be prepared for any one of them.

A list of emergencies is as follows:

- Fire and explosion.
- Injury, fatality and suicide.
- Severe weather, such as heat, cold and flood.
- Bomb threats.
- Tornados, earthquakes and other natural disasters.
- Medical and critical emergencies.
- Building collapse or major structure failure.
- Hostage, trespasser and kidnapping.
- Chemical, toxic, biological spills and radiation release.
- Lightening and explosion.
- Loss of company systems and internal infrastructure.
- Pandemic—diseases, flues, and influenza.

Emergency Response Structure

There are different magnitudes of emergencies that we may face. These emergencies are categorized into 3 different levels:

Level 1 - This response is for an incident of limited community impact, which local authorities can manage within its emergency response capabilities.

Level 2 - This response is for an incident of high community impact. In addition to normal response the local authority may request some external assistance.

Level 3 - This response is for an incident of extended duration and high community impact. The local authority will be fully activated and will request assistance from the government, non-government and the private sector.

8. Emergency Priority

In the event of an emergency we may face a panic situation depending on the nature and severity of the emergency. Being prepared is very important and can make all the difference in case of an emergency. By assigning priorities we can hopefully make the right decisions in the right order. Our priorities will be as follows and in the following order:

1. **First Priority: Protection of Life**--- the first priority is to ensure that all our employees, customers, contractors and visitors who may be in danger are warned and that the correct action is taken to guarantee their safety, before any steps are

taken to prevent the spread of the hazard or emergency, or to secure assets or to eliminate the hazard. People protection will always come first no matter what.

2. **Second Priority: Prevent the Spread of the Hazard**---the second priority will be to determine if the emergency can be controlled with trained and competent company employees. If the emergency can be safely controlled without endangering lives, proceed to do so. If required, call emergency services as soon as possible for help. Ensure we have people in place to secure the area and direct emergency services when they arrive. If required, call the utility companies to have their services shut off to reduce the hazard or eliminate another emergency from starting or happening. Ensure that only employees who are trained or who are familiar with the nature of the hazard proceed to control the hazard.
3. **Fourth Priority: Eliminate the Hazard**---take whatever action that can be administrated safely to eliminate the hazard if it is manageable without emergency services. It is important to control the area and keep bystanders as far away as possible to protect them from an explosion for example.
4. **Third Priority: Save Company Assets**--- if all possible and safely, we are to protect the company assets, building and property.

9. Emergency Response Guidelines

An emergency can happen at any time. Please remember that the circumstances may change at any time throughout the course of the emergency. The following list covers the basic actions to take in an emergency as they will apply to almost any emergency and should be followed in sequence.

1. **Stay Calm** --- your example will influence others. Staying calm allows a person to rationalize what is going on allowing you to make clear decisions aiding in the emergency response.
2. **Assess the Situation** --- determine what has happened, what the emergency is, the state of the emergency and what needs to be done to protect our people. Look at the big picture. What is the potential of the emergency and what needs to be done to control it? Can we control, eliminate or stop the emergency? Do we need to call for assistance? Do not take any chances and stay on the alert for changes.
3. **Evacuation Procedure** --- once alerted, each person must move at a fast walk (do not run) to an assigned exit. If it is blocked, go to an alternate clear exit close to your work area. Always make sure that exit doors, and exit routes throughout the facility are clear and unblocked. Shut down all machines and computers, close filing cabinets and close all doors and windows as you leave. Once at the muster point, take a head count and roll call to ensure everyone is out and accounted for. Never leave your muster point without permission or unless you are instructed to.
4. **Provide Protection** --- eliminate further damage or losses and safeguard our people and the facility. If possible, control the energy source and determine if the emergency can spread. Protect everyone, the building, equipment, and the environment from continuing damage and further hazards. If required block or

divert traffic, control all bystanders and shut down or shut off any related utilities. Preserve the incident scene when the emergency has been eliminated allowing for a comprehensive investigation.

5. **Aid and Manage** --- provide first-aid or help those who have been injured. Manage all personnel during the emergency to ensure no one else can get injured. Dispatch personnel to guide emergency services if required when they arrive. Delegate help to control the emergency and the area. Direct all employees to a safe location away from the emergency to ensure no one else can be injured in the event of an unexpected reaction from the emergency. This will make it easier to deal with the emergency on hand and control it.
6. **Maintain Contact** --- keep emergency services informed of the situation and of any changes. Contact all associated utility companies such as the gas company, electrical supplier and the city for water and sewer concerns. Appoint someone in charge to direct emergency services of where to go when they arrive and ensure they have a clear path to reach the emergency area.

10. Roles and Responsibilities

During an emergency it is important that everyone understands their role to ensure that we work together to be as efficient as we can during an emergency. Depending on the emergency or disaster many people have a tendency to panic and forget their role. Good leadership and training can help us prevent mistakes and possible injuries. Everyone will have a role even if it is to help their co-worker and keep calm during the emergency or evacuation.

An overview of the roles and responsibilities are as follows:

Owners and Senior Management:

- Know and understand the Emergency Response Plan.
- Support and direct pre-planning procedures.
- Establish and maintain communication as required.
- Protect valuable business assets.
- Direct and support the evacuation process.
- Ensure all exits are safe before exiting.
- Regulate vehicle and pedestrian traffic.
- Control the perimeter and access for protection.
- Ensure all required emergency equipment alarms and equipment are in place and maintained.
- Provide medical-aid and first-aid if needed.
- Provide employee search and accountability efforts.
- Notify families of injured employees ASAP.
- Eliminate dangerous conditions on the property.

Emergency Warden:

- Know and understand our emergency response plan.
- Have an emergency vest to be easily identifiable.
- Work with all department managers and provide ongoing assistance.
- Have an emergency kit of all required information and tools.
- Retain an updated departmental staff list complete with emergency and employee contact information.
- Provide employee training as needed.
- Ensure all emergency protection and alarms are in place and working.
- Conduct several emergency evacuation drills throughout the year.

Communication / Liaison Manager:

- Communicate direction with the response teams and leaders.
- Establish and maintain contact with emergency responders.
- Communicate with the managers on the status of the situation.
- Control and respond to the Media, and their requests.
- Work with and aid the local emergency responders.
- Protect our privacy.
- Have a file on every employee for family notification.

Department Managers and Supervisors:

- Understand the Emergency Response Plan procedures.
- Ensure everyone in their department is trained.
- Have an employee list of all employees for a head count.
- Ensure all emergency equipment is in place and working.
- Ensure all exits are kept clean and are safe before exiting.
- Manage utility shutdown procedures as required.
- Assist the Emergency Responders as needed.

Employees:

- Take all training seriously; it can save your life.
- If you require special assistance advise your manager in advance.
- Take active part in all fire and evacuation drills.
- Know where all emergency equipment is placed.
- If any emergency equipment needs repair or replacement advise your supervisor as soon as possible.
- Use the buddy system to help everyone.
- Always stay calm and follow the emergency response plan.
- Never leave the muster point until role call is complete.
- Never go to another site or leave without your manager's permission.

- Do not speak with any bystanders or the media.
- Be prepared to follow directions given by your managers.

11. TDG Emergency Response Plan

In the event of an accidental spill or leak we need to follow the basic procedures to reduce or eliminate the risk of harm to yourself and the people around you. By following a few basic steps we can reduce any risk of injury.

Things you should do are as follows:

1. If possible obtain the shipping document to gain a basic idea of what the hazard is and the type of danger it presents.
2. Analyze the situation and determine if you can help or you need to call 911.
3. Approach cautiously from the upwind side. Resist the urge to rush in.
4. Fully assess the situation before you attempt to assist others.
5. If required find the necessary personal protective equipment to protect yourself before entry.
6. Secure the scene and if needed have someone help you to keep others away or to stop road traffic. Ensure that a huge perimeter is used as people are curious.
7. Identify the hazards and if need be, evaluate the visible safety marks to help determine your next step.
8. If unsure call the Canadian Transport Emergency Centre (CANUTEC) to determine your next step and for instructions on what to do.
9. When you assess the situation consider the following:
 - a. Is there a risk of fire,
 - b. Will the spill get bigger and where will it flow,
 - c. What are the weather conditions and will they affect anything,
 - d. Is the terrain going to create an issue,
 - e. Can the leak enter a drainage system and be carried underground,
 - f. Who and What is at risk, people next door, chemicals flowing into the sewer system,
 - g. What actions can be taken safely,
 - h. What needs to be done to control or contain the spill,
 - i. What resources do you have to help,
 - j. What can I do safely? If you need help call the authorities.
10. Before taking further action decide on site entry. Any efforts must be weighed against making the situation worse.
11. Respond in the appropriate manner; consider your safety first then the safety of others.
12. Do not walk or touch the spilled material, avoid inhaling the fumes if all possible.
13. Don't assume the spill is harmless just because there is no smell.
14. Above all, ensure your safety and the safety of others.

15. If it doubt call for help.

Note: No person shall attempt to do anything unless they have been trained by the employer and have the appropriate protective equipment available.

12. Threats or Bomb Threats

Although "highly unlikely" if we ever do receive a threat of any nature we are to take it very seriously. We just never know and we do not want to take any chances.

Upon the receipt of a threat or a bomb threat, do not panic. Follow the enclosed procedures and remember to stay calm.

In the event of a threat or a bomb threat by letter or phone call perform the following:

1. When a threat has been called in, opened in a letter or found, immediately get up and notify your Branch Manager.
2. Have the Branch Manager call 911.
3. Call the other managers to inform them of the threat.
4. The Branch Manager is to sound the building alarm system and proceed to evacuate the building as quickly and calmly as possible.
5. Proceed to evacuate the building to your designated muster points and perform a head count as soon as possible.
6. Always go to the muster point. Never, ever, go else ware as we need to account for everyone. If anyone strays, you could put someone's life in danger going back into danger to find someone.
7. After evacuation, have the manager's move their staff as far away as possible from the facility in case of an explosion.
8. Assign a person to meet the emergency responders at the entrance of the branch and provide them with an overview or a map of the facility.
9. Appoint a person to block road traffic as far away from the facility as possible and have the people turn around and drive away. If possible, do not allow bystanders to stop and look.
10. At the muster point when the head count is complete instruct everyone to a new muster point as far away as possible if required. Walk together as a group so no employee strays off. Wait for further instruction from the Police.

13. Bomb Threat Checklist

Date of Occurrence: _____

Time of Occurrence: _____

NOTE: If the location of the bomb is known, do not neutralize, remove or have contact with the device. Do not use cell phones too close as they may detonate the explosives. All communication should be done by land telephone if possible.

QUESTIONS TO ASK		EXACT WORDING OF THE THREAT			
1. When is the bomb going to explode?					
2. Where is it right now?					
3. What does it look like?					
4. What kind of bomb is it?					
5. What will cause it to explode?					
6. Did you place the bomb?					
7. Why are you doing this?					
8. What is your address?					
9. What is your name?					
GENERAL INFORMATION					
Calm		Laughing		Lisp	Accent
Angry		Crying		Raspy	Deep Breathing
Excited		Normal		Deep	Rapid
Slow		Distinct		Ragged	Nasal
Slurred		Loud		Sensual	Cracking Voice
Stutter		Soft		Disguised	Clearing Throat
BACKGROUND SOUNDS					
Voices		Clear		Animal Noises	House Noises
Motor		Train		PA System	Local Machinery
Office		Static		Music	Booth Machinery
Factory		Crockery		Water Noises	Long Distance
Other		Describe			
THREAT LANGUAGE (Check all that apply)					
Foul		Incoherent		Irrational	
Educated		Taped		Well Spoken	
Warnings		Threat Maker		Hostage Involved	
Other comments					

14. Telephone Threats

If you receive a threat or a bomb threat on the telephone try to keep the caller on the telephone as long as you can. In many cases they may just want to talk and maybe vent their problems with someone who will listen. This will allow time for the Police to try and trace the call if possible. When a threat is received try to do the following:

1. Remain calm, wave at anyone that you can catch their attention. Write a note to ask them to bring the Branch Manager over as soon as possible.
2. Write down a brief message telling them what is going on and to call 911 for help. Ask them to trace the call.
3. Try to keep the caller on the line as long as possible. Ask your questions slowly and calmly. Try to retrieve as much information as you can slowly.
4. Ask the caller to repeat the message to confirm it as they have caught you off guard. If possible record the caller.
5. As the caller speaks, record all aspects of the call such their tone, temperament, background noises and personality signs.

Questions you can ask are and be sure to write everything down for the Police:

- a) What kind of bomb is it?
- b) Where is it located?
- c) When it set to go off?
- d) Will we have time to get out?
- e) Why are you doing this?
- f) Who do you want to hurt?
- g) Does your family know about this?

When the person hangs up do not create confusion. Have the managers start our emergency response evacuation procedures.

Follow the emergency response procedures and insure everyone is as far away from the building as possible.

Note: Do not touch, move or go to any bomb or suspicious packages, leave that for the Police to deal with.

15. Written Threats

While written threats and messages are usually associated with generalized threats or extortion attempts, a written threat may be received. They can never be ignored. When a written threat is received, the following procedures listed below are to be followed:

1. Immediately contact your Branch Manager and provide him with all the information you have. He will call 911.
2. Do not tell anyone. Wait for instructions.
3. After the alarm has been sounded evacuate the building as soon as possible, calmly and quickly. After meeting at the your muster points it may be necessary to take another muster point directed from your manager as far away from the building as possible in case of an explosion, etc.
4. Assign someone to meet the emergency response team at the entry of the branch and give them a lay-out of the facility and where the suspicious package is located.
5. Assign several people to block the streets of far away from the facility and have them direct traffic until the Police arrive.
6. Save all paper, materials, letters etc.; and try to handle them as little as possible allowing for possible fingerprint removal.
7. If a suspicious package or box is noticed do not touch, push, pick-up or shake the package. Clear and block off the area and notify your Branch Manager immediately.



Remember: It is always better to be overly cautious and call for assistance as early as possible. It is always easier to scale down the response later, however if you wait too long and an explosion does occurs and our utilities were not shut off, your emergency responders may too be late to eliminate the major disasters.