

[Add Logo]

INSERT ORGANIZATION NAME HERE

EMERGENCY RESPONSE PLAN

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Introduction

The actions taken in the initial minutes of an emergency are critical. A prompt warning to employees to evacuate, shelter in place or lockdown can save lives. A call to emergency responders providing full and accurate information will help the dispatcher send the right people and equipment. An employee trained to administer first aid or perform CPR can be lifesaving. Action by employees with knowledge of building and process systems can help control a leak and minimize damage to the facility and the environment.

Ready.gov, the domestic preparedness arm of the Department of Homeland Security, advises every public facility to develop and implement an emergency plan for safeguarding employees, visitors, contractors and anyone else on the premises. When developing such a plan, it is important to first determine what the potential emergency scenarios may be. An understanding of what can happen enables the organization to determine resource requirements and to develop policies and procedures to better prepare. In the Metropolitan DC Area, this is especially important, since there are special concerns involving the nation's capital.

Emergency plans should include what are collectively called "protective actions for life safety," such as procedures for building evacuation ("fire drills"), sheltering from severe weather such as tornadoes, "shelter-in-place" (commonly referred to as SIP) from an exterior airborne hazard such as a chemical release and "lockdown," a protective action when faced with an act of violence.

When an emergency occurs, the first priority is always life safety. The second priority is the stabilization of the incident. There are many actions that can be taken to stabilize an incident and minimize potential damage. First aid and CPR by trained employees can save lives. Use of fire extinguishers by trained employees can extinguish a small fire. Containment of a small chemical spill and supervision of building utilities and systems can minimize damage to a building and help prevent environmental damage.

This plan covers the basic procedures for common types of emergencies in our area. It should be shared as appropriate to ensure that all stakeholders have a general understanding of their role in an emergency. Training drills and exercises are periodically conducted to assess the organization's ability to properly respond to a serious incident.

Terminology

Below are some of the terms and acronyms you may see repeatedly throughout this plan and/or use in the context of responding to an emergency.

CERT: Carr Emergency Response Team; a pre-determined team of individuals who can take on specific roles and complete necessary tasks for the building during an incident.

Civil Disobedience: the active – but nonviolent – refusal to obey certain laws or commands of a government as a means of expressing a viewpoint (either positive or negative) regarding a public issue, especially relating to a perceived grievance or social injustice.

Civil Disorder: term that is used to describe one or more forms of disturbance caused by a group of people where there is no advance notice. These disturbances can include violence and are, in most cases, illegal. The most recognized type of civil disorder is rioting.

Elevator Entrapment: when passengers being trapped inside and unable to exit the elevator; can be caused by a power outage or equipment malfunction.

Explosion: a sudden increase in volume and release of energy in a violent manner, usually with the generation of high temperatures and the release of gases. Explosions can be caused by accidents, mechanical failures, or intentional acts through the use of explosive devices such as IEDs, VBIEDs, suicide bombers, and pipe bombs.

IED: Improvised Explosive Device; a bomb constructed and deployed in ways other than in conventional military action.

Hazardous Materials: A hazardous material is any chemical, biological, or radiological substance that – when released, spilled, or spread in sufficient quantities -- poses a risk to health, safety, and property.

Hostage Situation: A traditional hostage situation is when one or more hostage taker(s) holds and threatens harm to one or more persons, or hostage(s), unless a third party fulfills the hostage taker's demands.

Lockdown: Often on the order of authorities, this act is designed to protect individuals when faced with an act of violence, such as an active shooter. Similar to Shelter in Place, lockdown often involves individuals going to a pre-designated, interior room, with no or few windows, and taking refuge. Individuals should remain in lockdown until directed otherwise by authorities.

Medical Emergency: Life threatening or non-life threatening situations requiring medical attention. First aid refers to medical attention that is usually administered immediately after the injury occurs and at the location where it occurred. It often consists of a one-time, short-term treatment and requires little technology or training to administer. Advanced life-saving may include rescue breathing, cardiopulmonary resuscitation (CPR), or the Heimlich maneuver.

Pandemic: a worldwide outbreak that occurs when a new type of virus appears and people have no immunity against the virus.

Shelter in Place: (commonly referred to as SIP) Often on the order of authorities, this act is designed to protect individuals from an exterior airborne hazard, such as a chemical release. SIP often involves individuals going to a pre-designated, interior room, with no or few windows, and taking refuge. If you are outside, you should go into the nearest available building. Depending on the emergency, you may need to seal doors and windows, and/or turn off HVAC systems.

Suspicious Package/Object: any package, envelope, device, or unattended baggage that seems out of place or is not readily identified. The primary hazard associated with a suspicious object is the threat of explosion or contamination. As a result, suspicious objects should be treated with extreme caution.

TTX: Tabletop Exercise; a discussion based training activity that examines various issues regarding a hypothetical, simulated emergency.

VBIED: Vehicle Bourne (or Based) Improvised Explosive Device; a bomb constructed and deployed from a vehicle, such as a van or box truck.

Emergency Planning

Prior to initiating any emergency plan, it is imperative that certain resources and materials be in place. To ensure that the plans can be implemented successfully, certain steps must be taken before an emergency occurs. These steps may include gathering certain materials, ensuring that individuals who will have specific roles receive proper training, creating policies for communications, etc. The process of preparing these items is often referred to as *emergency planning*.

Below are some of the emergency planning actions that should be completed to ensure that the emergency response plan can be effectively implemented during an incident:

Gather Supplies for an Emergency Kit

Many emergencies, such as chemical/biological/nuclear threats or severe weather, may require you to shelter in place. You may need to shelter for hours or days depending on the incident. It is important to build a stockpile of supplies necessary to keep people safe and comfortable for a longer period of time, typically 72 hours, assuming that you will not have access to any outside resources. It is recommended that emergency kits include the following items:

- Water, one gallon of water per person per day, for 3 days, for drinking and sanitation. (Water pouches are great for portability)
- Food, at least a three-day supply of non-perishable food
- Battery powered radio and extra batteries
- Flashlight/lantern and extra batteries (or a hand crank model)
- First Aid kit
- Dust or filter masks
- Moist towelettes
- Plastic sheeting and duct tape
- Matches and candles
- Plastic hard hats
- Safety goggles
- Safety gloves
- Emergency/caution tape
- Rain slickers
- Rope
- Reflective vests
- Cellphone chargers
- Plywood
- Cots and blankets
- Bullhorn and extra batteries
- Crowbar
- Barricades
- Caution cones
- Plastic bags and garbage cans

- Chains and locks
- Broom and shovel

You should ensure that key members of your response plan know where the emergency kit is located and can access it if necessary, but it should not be available to the general population – otherwise, people may “borrow” items (especially water and food), and deplete the kit before an emergency occurs. As an extra safeguard, one person should be responsible for inventory of the kit on a regular basis.

Identify “Safe Rooms”

Some emergencies may be so critical that individuals need to shelter for protection where they are. For example, an active shooter in a building may require people to lockdown. Other emergencies may make it too dangerous to leave the building, forcing individuals to shelter in place for a period of hours or days. In these types of situations, it is a good idea to identify several rooms for people to assemble. By having individuals together, it is easier to see who may be missing, to distribute supplies, and to implement additional safeguards.

Although the criteria for a safe room can vary depending on the emergency, the following features are generally recommended:

- Interior room(s)
- Above the ground floor
- No or fewer windows/vents
- Solid walls that go from floor to ceiling
- The ability to lock the door from the inside
- Adequate space for individuals to sit (several rooms may be necessary)
- Hard-wired telephone (Cellular telephone equipment may be overwhelmed or damaged during an emergency)

Typically, large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will 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.

Develop Communication Policies and Procedures

Prior to an incident, management should decide who will make emergency announcements and what they will say. A best practice is to have a series of scripts pre-written for various emergencies, directing people in what actions to take. You may also use a script for text messages or email notifications if your organization uses these tools.

Some sample scripts may read as follows:

Evacuation

“Attention: An immediate evacuation of _____ (list floors that need to be evacuated) is required due to _____ (list reason for evacuation). Remain calm.

Follow the instructions of your floor warden. After leaving the area, please go to your pre-determined rally point for additional instructions. Individuals in those areas not listed for evacuation should remain in place, and stay alert to changing conditions.”

Shelter in Place

“Attention: An immediate Shelter in Place order has been issued by _____ (list authority) due to _____ (list reason for SIP). Remain calm. Please proceed to your designated area and follow the instructions of your floor warden. Please continue to Shelter in Place until notification that the order has been lifted is announced. Stay alert to changing conditions.”

Lockdown

“Attention: A(n) _____ (active shooter/hostile intruder) has been identified in _____ (the building/immediate area). Immediately implement lockdown procedures, stay away from doors and windows, and take cover. Follow the instructions of your floor warden. Continue the lockdown until further notification. Stay alert to changing conditions.”

The same scripts may be used for other emergency notification systems, such as email alerts or text messaging.

Identify Floor Wardens

Floor wardens are individuals who have been chosen to assist in the safe and orderly emergency evacuation of other employees. They may also be asked to provide additional instructions during shelter in place or lockdown orders. Generally, one warden for every 20 employees should be adequate, and the appropriate number of wardens should be available at all times during working hours.

Employees designated to assist in emergency evacuation procedures should be trained in the complete workplace layout and various alternative escape routes. All employees designated to assist in emergencies should be made aware of employees with special needs who may require extra assistance, how to use the buddy system, and hazardous areas to avoid during an emergency. Floor wardens should receive training on the emergency plan and their responsibilities when:

- The emergency plan is initiated
- Responsibilities change
- New employees are hired or transferred
- At least annually

Determine Your Rally Point or Assembly Area

Accounting for all employees following an evacuation is critical. Confusion in the assembly areas can lead to delays in rescuing anyone trapped in the building, or unnecessary and dangerous search-and-rescue operations. To ensure the fastest, most accurate accountability of your employees, it is strongly suggested that you designate rally points or assembly areas where employees should gather after evacuating.

When designating rally points/assembly areas, several factors should be taken into account, including:

- Is the location easily accessible in a direct route from the building?
- Is the area far enough from the building for people to avoid falling debris?
- Will the evacuation route interfere with the operations of the first responders?
- Can it comfortably fit all of the evacuees?
- In the event of inclement weather, is there nearby shelter?

Once the building is evacuated, there are certain steps that should be taken to assist first responders in ensuring that all individuals are accounted for. To do so, you must determine the best way to ensure a current list of employees and visitors is readily available in the event of an emergency, and someone should have the designated responsibility of bringing that list to rally point/assembly area. One suggestion is to keep an employee list and a visitor sign-in sheet on a clipboard and assigning the task to bring it along to someone.

At the rally point/assembly area, you should use the list to take a head count after the evacuation. Identify the names and last known locations of anyone not accounted for and pass them to the official in charge. Additionally, you should:

- Establish a method for accounting for non-employees such as vendors and customers.
- Establish procedures for further evacuation in case the incident expands. This may consist of sending employees home by normal means or providing them with transportation to an offsite location.

Emergencies and Individuals with Special Needs

Neither the Rehabilitation Act of 1973 nor the Americans with Disabilities Act (ADA) specifically require employers to have emergency preparedness plans. They do, however, require equal access for people with disabilities to the benefits and privileges of employment, the programs and activities conducted or funded by the federal, state and local governments, as well as to the goods and services made available by places of public accommodation. If a plan is in place, it must include people with disabilities.

Most people will, at some time during their lives, have a disability, either temporary or permanent, that will limit their ability to move around and to easily use the resources in their environment. These disabilities may be related to:

- Mobility (including individuals with respiratory conditions)
- Vision
- Hearing
- Speech
- Cognition

Temporary medical conditions that can create a special need during emergencies may include people who have a broken limb, are recovering from an illness, are pregnant, etc.

Disabilities manifest themselves in varying degrees, and the functional implications of the variations are important for emergency evacuation. One person may have multiple disabilities, while another may have a disability whose symptoms fluctuate. Everyone needs to have a plan to be able to evacuate a building, regardless of his or her physical condition. While planning for every situation that may occur in every type of an emergency is impossible, being as prepared as possible is important.

Determining Who Has “Special Needs”

There are several best practices that are typically used to better assist individuals with special needs during an emergency. But first, you must determine who may need assistance. To do so, you can gather this information:

Before Employment Begins: After a job offer has been made, but before employment commences, all entering employees in the same type of position may be asked disability-related questions, including whether they would require assistance in the event of an emergency and, if so, what type of assistance would be necessary.

On the Job: All employees may be asked to voluntarily self-identify whether they have impairments that would make assistance necessary in the event of an emergency. For those who respond affirmatively, employers may ask what type of assistance they would need.

Employees with Obvious Disabilities: Even if an employer decides not to ask all employees to voluntarily self-identify as needing assistance in an emergency, employees with known disabilities may be asked whether and what type of assistance they may need in an emergency. An employer should not assume that employees with obvious disabilities will

always need assistance during an evacuation. However, they should keep in mind that people with cognitive or developmental disabilities may need additional assistance in determining and articulating their needs. Generally, people with disabilities are in the best position to determine their own needs.

Remember also that only necessary and appropriate information regarding emergency needs — not irrelevant disability-related information — should be shared with safety and emergency evacuation personnel.

Best Practices

Keep your information current. Regularly update your list of employees with special needs and encourage tenants to do the same. In the event of an evacuation or other emergency, it may be necessary to provide this information to first responders, so make sure the data is accurate and accessible.

Create a “buddy system.” Individuals may volunteer to assist people with special needs in the event of an emergency. This type of assistance can vary greatly, depending on the circumstances. It is important to identify more “buddies” than necessary, in the event that an emergency occurs when someone’s partner is not on site.

If an individual needs help that would require significant physical effort, an option is for the “buddy” to ensure the individual gets to an area of refuge where he or she can wait for help. It is generally advised that buddies not wait with the individual if there is an imminent threat. This may create a situation that makes it more difficult for responders to rescue several people. While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way of predicting how long any given area will remain a safe haven under emergency conditions.

Identify areas of refuge. Areas of refuge are required in buildings that aren’t equipped with sprinkler systems. An area of refuge is a designated location clearly marked with signage that provides some degree of fire and smoke protection for individuals who may not be able to evacuate. The area must provide direct access to exit stairways. Given these parameters, areas of refuge are usually located adjacent to stairway enclosures or on stair landings, provided that there is adequate space outside the minimum width required by code.

Determine appropriate situations for elevator use. Most people are conditioned to avoid elevators during an emergency. Typically, when a fire alarm is pulled, elevators recall to the main floor and are restricted. However, they may be unlocked for use in certain circumstances. Talk with emergency response personnel to discuss this issue relative to your building.

Create redundant communications systems. Communicating in an emergency always creates great challenges. This can be exponentially more difficult for individuals with visual or auditory impairments. To avoid this, it is important to utilize as many different types of information sharing as possible. In addition to required signage and auditory alarms, consider equipping floor wardens with megaphones, using software that blasts emails or text messages, directional alarms or other non-conventional ways of disseminating information.

Practice. Then Practice Again. While it is important for all individuals to participate in emergency preparedness drills, it is critical for individuals with special needs who may need accommodations to test the plans and provisions put in place. It is also important in determining whether additional people may have special needs. If a person believes he/she does not need assistance, but impedes others during an evacuation drill, talk to the individual directly and privately to try and work out a solution. Generally, the Rehabilitation Act prohibits an employer from requiring that an employee with a disability accept a reasonable accommodation. At the same time, an employer may take appropriate action to ensure that an individual with a disability does not pose a "direct threat" (i.e., a significant risk of substantial harm to the individual or others) in the workplace.

Emergency Response Plans

The next several pages include guidance and information to assist you in developing your emergency response plans for several types of emergencies. In addition, in order to properly prepare, advance consideration must be given to the following:

- Resource Management: What resources are needed to execute your plans, and what equipment might be needed to ensure communications during and after the incident? Where is it stored, who will be able to access it, and how will it be accounted for?
- Crisis Communications: How will employees, customers, the news media and stakeholders receive communications? Who has that responsibility?

Active Shooter

The following is the agreed-upon definition of an active shooter by U.S. government agencies including the White House, U.S. Department of Justice/FBI, U.S. Department of Education, and Department of Homeland Security/Federal Emergency Management Agency:

Profile of an Active Shooter

An Active Shooter is “an individual(s) actively engaged in killing or attempting to kill people in a . . . populated area.” In most cases of mass casualty attacks, the actors use firearm(s), but it is important to be aware that other weapons are sometimes used such as explosives and cutting instruments.

Active shooter incidents are usually unpredictable and the situations evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Since most active shooter situations are often over within 5 minutes before local law enforcement arrives, individuals must be prepared both mentally and physically to deal with an active shooter situation. Civilians will often have to make life and death decisions, and, therefore, should be engaged in training and discussion on decisions they may face.

How to Respond When an Active Shooter Is In Your Vicinity

The DHS recommended survival techniques you follow should be fluid based on the threat, your location and your individual circumstances. Therefore, note that the order of the techniques can be modified.

Quickly determine the most reasonable way to protect your own life. Remember that visitors are likely to follow the lead of employees and managers during an active shooter situation.

RUN (Evacuate)

If there is an accessible escape route, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter’s view
- Provide protection if shots are fired in your direction (i.e., an office with a closed door and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door

- Blockade the door with heavy furniture
- If the active shooter is nearby:
- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet If evacuation and hiding out are not possible:
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT (Take action against the active shooter)

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

Active Shooter Outside the Building

- Lobby Area - In order to protect the occupants within the lobby area, the building's Security will initiate a lock down of the lobby and have lobby occupants relocate to a safe area until the shooter(s) can be isolated or is immediately stopped by responding law enforcement officers.
- Rest of the Building (above and below grade areas) – The tenant Floor Wardens will initiate a Shelter-in-Place Emergency Action Plan response.

Once more information is provided and confirmed i.e., location of shooter(s) direction of flight, CARR property management will provide the occupants of the building with an update of the situation to the best of their ability.

Fire Alarm Pull Stations

As a general guideline, tenants should NOT pull the manual fire alarms due to the fact that this may automatically unlock the stairway re-entry doors and recall the elevators to the lobby. This could potentially give wider access to an active shooter and in the case of an elevator lobby recall, deliver tenants into a potentially unsafe location.

Chemical, Biological, and Radioactive (CBR) Release

If there is a CBR release, including an envelope “white powder” and potential exposure, call 911 and CARR property management at [enter contact number/extension here](#).

Be prepared to provide the building's address, your floor and phone number, and also what type of spill has occurred.

Any person(s) exposed should be directed to an area where they and other people will not become contaminated, and await medical attention there.

Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials.

- Contain the material and isolate the area to minimize the impacted area
- Contain the material to minimize the number of individuals exposed
- If outside, identify wind direction and ASAP direct unaffected persons upwind of release
- Contain the potentially impacted individuals to ensure that they receive proper medical attention

Notification

- Notify your supervisor
- Notify CARR property management at [enter contact number/extension here](#).
- Notify local Emergency Response Authorities (Call 911)
- Notify persons in the area

Containment

If material is released, potentially impacted individuals should move from immediate area to adjacent control area. Minimize activities until appropriate response staff arrives. If absolutely necessary, move impacted individuals into nearest bathroom facility on floor.

Non-impacted individuals on the impacted floor should be evacuated and await further instructions from response team.

If possible, the HVAC (heating and ventilation) system for impacted and adjacent areas, as well as for bathrooms/kitchens will be immediately turned off by the property engineers. Isolate the impacted area(s), e.g. shut door during exit. Do not allow any unprotected personnel into the impacted area.

Retain all impacted material for response team.

Should an evacuation or re-location become necessary, the initial authority and responsibility to implement that response will come from CARR property management. Once the agency having jurisdiction (police, fire etc...) arrives on the scene, they will assume control of the situation.

Fire Emergencies

In The Event of a Fire Alarm Activation:

Typically, the building's fire alarm system will sound on the floor in alarm and the floors immediately above and below the initial floor in alarm.

This will set off a "sequence of operations" that will include the activation of the evacuation tone and strobes lights on those floors, the release of the stairway re-entry doors for relocating building occupants, the recalling of the elevators to the lobby, and the shutting down of the heating ventilation and air conditioning (HVAC) on the floors in alarm.

Upon activation of a fire alarm on your floor, you are to proceed to the nearest safe stairway exit and continue down the stairs to your floor's re-entry floor or evacuate the building to the pre-determined outside assembly area. Your assembly area is **enter area location here.**

In either scenario, whether relocating to another floor or evacuating the building to the outside assembly area, you are to report in to your floor warden(s) and await further instructions.

If you see or smell smoke, immediately call 911 and the Security/Property Management Office.

If you see flames, evacuate your area immediately and close all doors behind you.

NOTE: A fire may spread faster than you think, trapping you and others. A safe and orderly evacuation is the first priority. If you have not heard a fire alarm announcement in the building, activate the nearest fire alarm pull-box station located near each stairwell entrance, by pulling the lever, and then call 911.

If you are involved in a fire situation, remain CALM!!!

At the direction of Floor Wardens, evacuate the floor via the Emergency Exit Stairwell proceeding as follows:

- Check doors with the back of your hand before opening them. If door or knob is hot, don't open it. If it feels cool, brace the door with your foot and open slightly to look for smoke and feel for heat. If the air appears to be cool, proceed into the stairwell.
- Walk down the stairs and proceed to your re-entry floor or if instructed to do so, exit the building.
- When you have reached your destination, assemble in groups with your Floor Warden for roll call.
- When all personnel have evacuated the floor, close the stairwell door. This prevents the loss of the pressure which is necessary to maintain clean air in the stairwells.
- If the fire is minor, and it is safe to do so (i.e., small waste paper basket) you may try to extinguish the fire using a portable fire extinguisher. This is optional and you should only attempt to extinguish a fire if you believe it can safely be done.
- Evacuate the floor using designated evacuation stairs. **DO NOT USE THE ELEVATORS!**

Relocation and Evacuation in the Case of Fire Emergencies

To ensure the safety of building occupants, it may be necessary to relocate or evacuate some, or all, building occupants during emergencies.

A relocation, partial evacuation, or full building evacuation is a structured response to an emergency and must be conducted in an orderly manner. Upon a fire alarm evacuation or notice to evacuate your floor, tenants and visitors should take the following steps:

- Assist the Floor Wardens in directing persons to the exit stairway and relocation floor.
- If possible, close all doors, which will slow the spread of fire, heat, and smoke.
- Walk quickly but do not run to the designated stairway. Keep to the right in halls and stairwells and stay in single file.
- Once you are in the stairway, do not turn back for any reason.
- Hold onto the hand rails, DO NOT TALK on your cell phones and DO NOT TEXT!
- Merge alternately when two lines meet at various floor landings. Proceed in an orderly manner.
- Before entering through a closed door, place your hand on the door. If the door is hot, do not open it. You may be entering a fire or endangering the lives of the people in your charge. If there is evidence of fire or smoke on the designated relocation floor (doors warm, alarm is sounding on relocation floor, or smoke is present), continue down the stairs to the next “safe” floor.
- Do not use elevators when there is a fire alarm on your floor. Elevators can spread smoke from floor to floor and potentially become a trap if impaired by smoke or fire damage. The Fire Department may also require the elevators to move equipment or rescue occupants.
- Do not return to your floor until the “All Clear” announcement has been made.
- If told to evacuate the building by Fire Department or building personnel, exit via the stairwell to the street or lobby level, out the doors, and away from the building to your pre-arranged assembly point.
- Do not exit at the concourse or parking areas unless directed to do so.

Fire Safety Plan

Tenant Name prides itself on providing outstanding prevention measures to ensure the safety and security of its tenants, visitors and employees. This is accomplished through fire and life safety education, as well as planning for emergencies. It is important that each tenant and their employees be familiar with emergency exits, equipment, evacuation plans, and well informed on all issues related to fire and life safety.

Property Management will share materials and provide education in response procedures for both fire and non-fire related emergencies. Fire Drills are conducted at least once a year. In conjunction with security consultants, they will also hold seminars for building staff. Seminar topics may include fire life safety, bomb threat preparedness, and other personal security related issues.

The entire evacuation of high-rise buildings in an emergency cannot be accomplished in a short period of time and the number of people occupying a high-rise building is too great to permit everyone to leave at the same time. During a fire condition, this potentially dangerous situation could cause a panic and hamper firefighting and rescue operations. In fact, during most fire situations within a high-rise building, an entire building evacuation will not be necessary or feasible.

The fire and life safety systems installed in high-rise buildings today, including automatic fire sprinkler protection, are designed to control a fire and therefore lessen the need to evacuate all occupants. In a typical scenario, the occupants of the fire floor and the floor immediately above it should use a safe exit stairs to descend to a floor level that is at least two floors below the fire floor, and await further instruction from fire officials.

Fire Safety Plan

The purpose of the Fire Safety Plan is to establish a systematic, safe and orderly method of evacuating an area (or areas) within the building in the least possible time, to an area of safety. The plan also provides instructions for the use of available fire appliances, including fire extinguishers, manual pull station alarms and fire warden telephones for the controlling or extinguishing of fire and the safeguarding of human life.

The Fire Safety Plan relies on technology, including fire alarm and communication systems, smoke detectors, sprinklers, door releases, other safety mechanisms, and on highly trained building staff and tenant employees to assist with evacuation/ relocation of occupants. Documentation relative to the life safety features within the building i.e., copies of the Certificate of Occupancy, floor plans, riser diagrams for standpipe/sprinkler systems, elevator and stair identification charts.

The objective of the Fire Safety Plan is to provide proper education through a continuing employee indoctrination and written program for all occupants, to assure the prompt reporting of fire, the response to fire alarms as designated, and the immediate initiation of fire safety procedures to safeguard life and contain the fire until the arrival of the Fire department.

Each tenant on every floor must appoint a responsible individual to the position of Floor Warden. This appointment will ensure that the floor is under the direction of a designated floor warden, who is familiar with the safety plan.

Our designated floor warden is **enter name here**.

In the event of an evacuation, you will be directed to an appropriate stairwell and given directions on where to proceed.

Major Water Leaks

Persons discovering water leaks should immediately report them to the Property Management Office by calling [enter number and/or extension here](#).

Be certain to give your name, organization's name, location, and extent of the leak. If water is coming through the ceiling, and if it is feasible, please close all open drawers in the vicinity, move papers, small furniture, or work in progress, and place wastebaskets or buckets under leak(s).

Individuals are responsible their personal belongings and should ensure their items are protected from water damage. After the matter has concluded you should contact your supervisor so he or she may inform our insurance carrier of the incident.

Power Outages

In the event of a power outage, remain CALM and call the Property Management Office immediately. They will then provide further information. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

During a power outage turn off as much equipment as possible to minimize disruption and damage once power is restored.

Evacuation in the Case of Blackout (Loss of Electricity)

If a partial or complete loss of electrical power occurs, backup generators will power certain systems, including life-safety systems and some elevators for emergency personnel use. Property management will determine the appropriate response to a loss of power. In general, the decision regarding the action to be taken in a blackout situation will depend on the estimated duration of the blackout.

Property Management will keep building occupants informed of the situation. If building management has determined that the blackout will be short-term and no evacuation is necessary, it will be announced that the blackout is temporary and building occupants will be asked to remain calm and await the restoration of power.

If the blackout is expected to last for an extended period, or its probable duration cannot be determined, the Property Manager may order evacuation of the building. No one (other than emergency or repair personnel) will be permitted to enter the building until an “all clear” is declared and building personnel are permitted to return.

Severe Weather

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc. A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon. A Warning means that the weather condition has been spotted and prompt action must be taken for safety.

In the event these conditions do exist, keep radios or televisions tuned to local news and weather reports. The following guidelines should be kept in mind:

- Move away from building perimeter and exterior glass. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic. Keep calm. If trapped in an outside office, seek protection under a desk.
- If instructed to evacuate, lock all desk drawers and take all items of value with you. Use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- Do not return to your office until advised to do so.

Tornadoes

Tornadoes occur in many parts of the world and in all 50 states. Tornado frequency is at its peak in April, May and June. The potential threat is most dangerous in the continental plains and along the Gulf Coast of the United States.

NOTE: Most tornadoes last only four or five minutes.

Tornado Watches

Are issued by the National Weather Service for areas threatened by tornadoes and severe thunderstorms. These watches specify a time period and area where tornado probabilities are highest. During a watch, look for threatening weather and stay tuned to radio and television for more information.

Tornado Warnings

Are issued by local National Weather Service offices when a tornado has been sighted or indicated by radar. Warnings describe the area that could be affected. If a WARNING is issued, take cover immediately.

Where to Go

Stay away from windows, glass doorways and outside walls. Close doors to the exterior offices and go to interior small rooms or into inside hallways. Protect your head and crouch down making yourself as small a target as possible.

After the Storm

- Inspect your area for damage.
- Check immediately for electrical problems and gas leaks.
- Report your findings to the Property Management Office.
- Cooperate in the cleanup of debris.
- During repairs and cleanup, wear shoes and gloves.
- Follow directions from Building Emergency Personnel and Public Safety Officials.

Earthquakes

An earthquake is caused by a sudden slip on a fault. Stresses in the earth's outer layer push the sides of a fault together. Eventually enough stress builds up and the rocks slip suddenly, releasing energy waves that cause the shaking we feel during an earthquake.

Earthquakes come in clusters. In any earthquake cluster, the largest one is called the main shock; anything before it is called a foreshock and anything after is called an aftershock. We must be prepared for aftershocks and the damages they can cause.

These procedures are designed to assist in preparing for an earthquake before it occurs and provide guidelines to follow during the disaster. Preparedness is the key to safety and a quick recovery.

Before the Earthquake

Mitigation

Non-structural hazards must be identified and every effort must be made to correct potentially dangerous situations. This includes securing furniture such as book cases, wall units or other items that could fall and injure someone or block an evacuation route. In some cases, this may not be feasible. For this reason, awareness of these problems is of the utmost importance.

Assess Your Work Area

- **Windows/Glass:** If your work station is near a window or glass partitions, decide where you will take cover to avoid being injured by flying glass.
- **Heavy Objects:** If your work station is near a temporary wall or partition, make sure it is securely anchored.
- **Loose Objects:** If you have materials stored on top of cabinets or shelves, determine if these items should be secured or moved.

During The Earthquake

During an earthquake you will be safer inside the building than you are outside. If you do feel a tremor, you should: Duck, Cover, and Hold.

1. **DUCK** – Duck or drop down to the floor.
 2. **COVER** – Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
 3. **HOLD** – If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.
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- **DO NO ENTER OR EXIT** the building during the shaking. There is danger of falling glass and debris.
 - **DO NOT USE THE ELEVATORS.** Elevators will automatically move to the next floor in direction of travel and open.
 - **IF YOU ARE OUTDOORS,** move away from buildings, falling objects, and power lines.

After The Earthquake

- **BE PREPARED FOR AFTERSHOCKS.** If you are outside, do not return to your office until authorized.
CHECK FOR INJURIES and administer first aid if necessary (and if qualified). Do not move victims unless absolutely necessary.
- **REPLACE TELEPHONE HANDSETS** that have been shaken off, but do not use the telephones except to report fires or medical emergencies.
- **DO NOT USE ELEVATORS.** When exiting, make sure that the exit is safe to use.

Earthquake Evacuation

- Determine in advance all stairwells and alternate exits from your work location and the routes you will follow to reach that exit in the event an evacuation is necessary. Also establish your alternate routes to be used in the event your first route is blocked or unsafe to use.
- Do not evacuate unless told to do so or danger is imminent.
- Follow instructions given by emergency personnel.
- Walk, **DO NOT RUN**, and keep noise to a minimum.
- **DO NOT USE ELEVATORS**
- **DO NOT** push or crowd. Use handrails in stairwells and move to the inside (most continuous handrail).
- Move to your designated evacuation area unless otherwise instructed. Check doors for heat before opening.
- Assist non-ambulatory, visually impaired and hearing-impaired persons if they are present.
- If you have relocated away from the building, **DO NOT** return until you are notified that it is safe to return.

What If You Are in an Elevator?

- Many elevators are designed to go to the nearest floor in the direction of travel and open.
- However, some elevators will stop in any moderate earthquake. Building maintenance personnel will contact each elevator car as quickly as possible and advise you how rescue will occur.
- Upon being rescued, take directions from the Floor Warden of that floor.
- If you have a medical problem or other emergency, call the phone numbers listed in the elevator car. If immediate help is needed, call 911.

When Should You Go Home?

It is in your best interest in the event of an earthquake or community wide disaster during normal working hours that all employees should remain at work.

Hurricanes

Before a tropical storm or hurricane enters the Gulf of Mexico there are some guidelines on how to protect yourselves, your premises and contents.

Always keep the contact information for your firm's Floor Wardens and emergency contacts up to date with the property management office. This will insure timely contacts from property management, giving you important emergency information.

Should your firm require on-site personnel during the storm, advise them to maintain an inventory of emergency equipment to be used to include but not be limited to the following:

- Flashlights and fresh batteries

- First-aid kits to treat minor injuries caused by flying glass
- Transistor radios for keeping abreast of weather and highway conditions
- Ice Chests
- Water Coolers
- Thermal Bottles
- Non-perishable Food
- A Can Opener
- At Least One Change of Clothing

Please note that CARR Property Management reserves the right to close the building for your safety, absent a governmental directive. In either instance, it is very important that all building occupants take the following steps prior to leaving:

- All mini-blinds should be opened and raised.
- Desks, table tops and all windowsills should be cleared of books, loose papers, and other items. These items should be placed in secured locked drawers or file cabinets.
- All artwork and furniture should be moved away from windows. Personal items should be stored in a safe area or removed from the building.
- Waterproof tarpaulin or heavy plastic can be useful for covering desks, computers, and filing cabinets.
- Bookcases in offices with exterior windows should be turned (if possible) to face the wall.
- Computers and related equipment should be backed up, powered-down and unplugged.
- All lights should be turned off.
- All electronic equipment should be removed from offices with windows and secured in an area near the core of the building (if possible).
- All office doors should be shut and locked when possible.

CARR Property Management will maintain limited staffing at the property throughout this event. They may take appropriate actions, which includes but is not limited to the following:

- The building roof and grounds will be cleared of debris.
- Storm drains will be cleaned and locked down.
- Emergency generators serving emergency lighting and fire/life safety systems will be serviced and fuel tanks filled.
- Emergency supplies and equipment to include, plywood (for installation in the event of window or door damage), sandbags, portable radios, two-way radios, tarps, plastic, and miscellaneous tools are stocked in ample quantities.

The Importance of Personal Emergency Plans

When an emergency incident occurs, especially in the greater Metropolitan DC area, it can be difficult, if not impossible, to get to your home or loved ones for an extended period of time. It may not even be possible to communicate with them.

Employers should strongly encourage employees to develop personal emergency plans for their households, for many reasons:

- Having a plan may help your employees react more calmly and rationally during the crisis. When individuals don't have concerns about the safety and security of their children, spouses, pets and/or other family members, they are less distraught over situations that may force them to shelter in place. They can also more easily adapt to external communications break-downs.
- In the aftermath of some situations, such as evacuations or crimes, your employees may not be able or allowed to return to their workspace and collect their belongings for days or weeks. This may mean that they will not be able to drive, get into their house, access funds, etc. A personal plan can benefit them in these situations, ensuring they can smoothly transition out of the crisis scenario.
- Employees may also not be able to access work equipment, and that can greatly impede business continuity efforts. If employees have a personal emergency plan, they can at least provide important information regarding where they will be and how to communicate with them.

A blank copy of the Personal Emergency Plan you can share with your employees is included in **Appendix B – Reproducible Worksheets**.

Additional Resources

There are many resources that may assist you in how to better understand emergencies and how to best implement this plan for your building. Some are listed below. *(If viewing electronically, active links are shown in blue.)*

Local Organizations

- [MEMA](#) – Maryland Emergency Management Agency
- [HSEMA](#) – DC Homeland Security and Emergency Management Agency

Agencies and Programs

Multi-Hazard Planning Information

- [Plan and Prepare](#) - Federal Emergency Management Agency (FEMA)

Pre-Incident Planning (Site and Building Information for First Responders)

- [Fire Service Features of Buildings and Fire Protection Systems](#) - U.S. Occupational Safety & Health Administration (OSHA) Publication 3256-07N
- [Standard on Pre-Incident Planning](#) - National Fire Protection Association (NFPA) 1620

Protective Actions for Life Safety

- [Evacuation Planning Matrix](#) – OSHA
- [Evacuation Plans and Procedures eTool](#) - OSHA
- [Design Guidance for Shelters and Safe Rooms](#) – Ready.gov
- [Shelter-In-Place Information](#) - National Institute for Chemical Studies

Medical

- [Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care](#) - American Heart Association
- [Automated External Defibrillators \(AEDs\)](#) – OSHA
- [Bloodborne pathogens](#) – OSHA 29 CFR 1910.1030
- [Model Plans and Programs for the OSHA Bloodborne Pathogens and Hazard Communications Standards](#) – OSHA Publication 3186

Firefighting

- [Fire Protection](#) – OSHA 29 CFR 1910 Subpart L
- [Fire Brigades](#) - OSHA 29 CFR 1910.156
- [Standard on Industrial Fire Brigades](#) - NFPA 600

Hazardous Materials

- [Hazardous Waste Operations and Emergency Response](#) - OSHA 3114
- [Hazardous Materials Emergency Planning Guide \(NRT-1\)](#) - U.S. National Response Team

Natural Hazards

- [Natural Disasters and Weather Emergencies](#) - U.S. Environmental Protection Agency
- [National Hurricane Center, Publications, Tropical Cyclone Advisory Mailing Lists, Hurricane Preparedness, The Saffir-Simpson Hurricane Wind Scale \(Experimental\)](#) - National Weather Service (NWS)
- ["Tornadoes...Tornadoes...Lightning... Nature's Most Violent Storms" A Preparedness Guide](#) - NOAA, National Weather Service
- [Tornado Protection: Selecting Refuge Area in Buildings](#) - FEMA 431
- [Thunderstorm Basics, Damaging Winds Basics - Winds from thunderstorms, Hail Basics, Lightning Basics](#) - NOAA National Severe Storms Laboratory
- [Lightning Safety](#) – National Weather Service

Rescue

- [Permit-Required Confined Spaces](#) - OSHA 29 CFR 1910.146
- [Standard for Rescue Technician Professional Qualifications](#) - NFPA 1006
- [Standard on Operations and Training for Technical Search and Rescue Incidents](#) - NFPA 1670

Planning for Individuals with Special Needs

- [Emergency Evacuation Guide for People with Special Needs](#) - NFPA

Workplace Violence

- [Active Shooter: How to Respond](#) -U.S. Department of Homeland Security (DHS)
- [Dealing with Workplace Violence: A Guide for Agency Planners](#) - United States Office of Personnel Management
- [Workplace Violence—Issues in Response](#) - Federal Bureau of Investigation

Terrorism, Bomb Threats, and Suspicious Packages

- [Ensuring Building Security](#) – DHS
- [Handling Suspicious Mail](#) - DHS
- [Safe Rooms and Shelters - Protecting People Against Terrorist Attacks](#) - FEMA 453
- [Guidance for Protecting Building Environments from Airborne Chemical, Biological, or Radiological Attacks](#) - National Institute for Occupational Safety and Health, Publication No. 2002-139, 2002

Apps for Your Phone

There are many emergency apps. These vary depending on your location, but many will provide you with local emergency texts, weather alerts, disaster safety tips, evacuation routes, maps to emergency services and transportation stations and calendars for free preparedness training.

- HSEMA: <http://hsema.dc.gov/page/homeland-security-and-emergency-management-agency-mobile-app>
- Fairfax County Official App: <http://www.fairfaxcounty.gov/news/mobile/>
- Maryland Prepares App: <http://mema.maryland.gov/Pages/mdprepares.aspx>

- Virginia Locality Alert App: <http://www.vaemergency.gov/social-media/alert-localities>
- Red Cross Mobile App: <http://www.redcross.org/prepare/mobile-apps>

Appendix A – Tenant Specific Information (Contacts, Maps, Notes)

Appendix B – Reproducible Worksheets

Appendix C – Sample Training Plan

Appendix D – Tenant Emergency Plan Guidance