



Version 2.0 (2014)

# BUSINESS EMERGENCY GUIDE

Every employee has a responsibility to understand different emergencies and how to prepare in advance for a disaster. Become familiar with the building's floor plan and know where the emergency exits, sheltering areas and assembly locations are located.

## USING THIS GUIDE

Emergencies can happen at any time without warning. This guide is designed to help you respond to emergency situations and contains valuable information for staff, as well as our customers and guests while at our business.

Depending on the type of emergency, the most important decision is whether you stay where you are (shelter) or go away from the danger (evacuate).

This guide will provide steps to respond safely to many different types of emergencies. This guide does not supersede any of our business emergency plans or procedures. This guide was created by Safeguard Iowa Partnership, a nonprofit organization working to strengthen the capacity of the state to prevent, prepare for, respond to and recover from disasters through public-private collaboration. To download additional free resources visit [www.safeguardiowa.org](http://www.safeguardiowa.org).

## **INFORMATION SECURITY**

- Know the classification of the information you handle and take appropriate measures to protect it based on the classification
- Only disclose confidential information to those who have a business need-to-know
- Only access the information you need to perform your job
- Keep passwords private. Do not share with anyone, including your manager
- Lock your computer screen every time you leave your desk
- When not in use, secure confidential information out of sight
- Properly dispose of confidential information
- Develop a list of contacts for when an incident occurs

## **INFORMATION SECURITY**

## **FIRE**

Fire is one of the most common disasters. Fire causes more deaths and damage to more businesses than any other type of disaster. But fire doesn't have to be deadly if you know your emergency procedures and act immediately when there is an alarm.

### **DO NOT HESITATE TO ACT:**

- Call 911
- If alarm sounds, leave now
- If you notice smoke and no alarm:
  - Leave now and tell others to leave
  - Pull fire alarm
  - Let management know
- Follow planned routes or emergency exit signs
- If you reach smoke or fire, go a different way
- If caught in smoke, drop to your hands and knees and crawl. Breathe through clothing as a filter
- STOP, DROP, and ROLL if your clothing or hair catches on fire
- Go outside to a safe assembly location and let others know you are okay
- Always follow emergency instructions and do not return until the "ALL CLEAR" has been given

### **IF YOUR EXIT IS BLOCKED:**

- Find another exit, if possible
- Call 911 from a cellular phone or a landline and advise them of your situation and location
- If smoke is entering room, if possible place wet towels or clothing under door
- Breathe through your nose and use your blouse, shirt or jacket as a filter
- DO NOT break windows

## **FIRE**

## **EVACUATION**

Evacuation is simply getting away from a dangerous situation. Depending on your building and the danger, that may be moving to another floor or leaving the building and getting as far away as you can. If asked to evacuate, or you see something dangerous, don't wait, leave immediately.

- Leave immediately when alarm and/or announcement is made
- Follow designated routes or lit EXIT signs and instructions
- Do not use elevators unless instructed to do so
- Before opening any doors feel with back of hand. If hot, do not open, seek alternate exit
- Keep to right side of stairwells and hallways
- Proceed directly to the assembly location for accountability and further directions
- Smoke:
  - If you see smoke, fire or other danger, find a different way out, let others know of the danger
  - If you must go through smoke, stay as low as you can (heat and dangerous smoke will rise)

## **ACCESS AND FUNCTIONAL NEEDS**

If you are not able to evacuate:

- Ask for help and go to an area of refuge away from immediate danger. Use one of three choices.
  - Horizontal evacuation: using building exits to the outside ground level or going into unaffected areas of the building
  - Stairway evacuation: using steps to reach ground level exits
  - Area of refuge: a pre-designated area that may be pressurized stair enclosures in high rise buildings, open air exit balconies, or nearby fire rated stairwells, corridors or entryways

## **SHELTERING**

When a danger or threat exists outside, sheltering inside is the safest option:

- If applicable, go to the designated shelter area
- Stay inside, move to inner corridor or office
- In a multi-story building move to interior spaces
- Stay away from windows and do not open them
- Do not use elevators

## **EVACUATION & SHELTERING**

## **MEDICAL EMERGENCIES**

Medical emergencies can happen from accidents or medical conditions. The role of employees in a medical emergency is to provide care to the victim until first responders arrive. Employees should NOT provide any first aid beyond their training. Often the person experiencing the emergency does not acknowledge or denies the situation is serious. If in doubt, take immediate action.

- Before providing any assistance, employees should survey the scene for additional hazards and ensure it is safe to render aid
- DO NOT move the victim(s), especially if you suspect a head or neck injury, unless safety is a concern
- Check victim for medical alert bracelet or necklace
- Call 911 and give:
  - Name
  - Phone Number
  - Address
  - Description of the problem and patient
- Send someone to meet emergency personnel and show to location
- Employees should comfort the victim and reassure them that medical attention is on the way
- Assist emergency personnel with pertinent information about the incident
- Remain with the victim until trained help arrives
- Report incident to management

## **MEDICAL EMERGENCIES**

## **DEMONSTRATION/PROTESTS**

In general, participants have the right to protest, demonstrate, picket or march as long as they:

- Remain on public property
- Do not trespass
- Do not harass or interfere with staff, customers or guests entering or exiting the building

If demonstration is near, but not on property:

- Preplan for this by designating protest area around the building
- Notify management
- Notify and consult with law enforcement in developing a plan of action
- Notify staff
- Encourage staff not to participate in employees-led or public demonstrations and to maintain the business environment
- Monitor situation and make decisions based on developing information
- Consider communication venues (e.g. Web site posting, e-mail)
- Consider lockdown with warning procedures

If demonstration is on property:

- Notify management
- Notify and consult with law enforcement
- Identify who asks the demonstrators to leave
- Develop an action plan
- Notify staff
- Consider lockdown
- Ensure safe entry into and exit from the building
- Monitor situation and make decisions based on developing information
- Consider communication venues (e.g. Web site posting, email)

## **DEMONSTRATION/PROTESTS**

## **WORKPLACE VIOLENCE**

We are dedicated to the safety of all employees, so the company has developed procedures to identify potential threats and prevent violent incidents from occurring. Employees should report threats of violence or perceived threats and safety concerns to:

- Their immediate supervisor or management
- In the event of immediate danger, call 911
- Remember – all threats or perceived threats should be taken seriously

### **POTENTIAL SCENARIOS:**

- An employee verbally threatens or intimidates a coworker
- An employee makes a veiled or implied threat to a supervisor
- A customer makes threatening comments or gestures to an employee
- A family member or significant other of an employee is a threat to the employee, coworkers or workplace
- An employee receives a threatening e-mail at work from a coworker, customers or family member
- A stranger calls the workplace and says that an employee is making threats from a workplace phone or computer

### **SIGNS OF POTENTIAL VIOLENCE:**

- An entitled or blaming view of disputes with the business
- Unsettling references to other incidents of violence
- Regular threats to physically harm themselves or commit suicide
- Direct or indirect statements to harm or kill others
- Inappropriate outbursts, can't control impulsive behavior
- Excessive focus on firearms, weapons, or military gear
- Physical or behavioral signs of substance abuse
- Follows or watches others
- Persistent unwanted contact of others
- Gestures of violence toward self or others
- Physical aggression or intimidation
- Frequent misinterpretation of others' behaviors
- Obsessive thoughts about a person or issue
- Unrealistic fears of being mistreated by others
- Changes or losses in personal support system
- Recent loss of a primary relationship or child custody
- Financial, legal or employment troubles

## **WORKPLACE VIOLENCE**

## **HAZARDOUS MATERIALS**

In the event of a natural or propane gas leak or odor – EVACUATE IMMEDIATELY.

In all other cases, first responders will take command of the situation and determine the steps to take regarding evacuation, shelter-in-place and ventilation systems (HVAC).

In the event of a hazardous material incident inside building:

- Call 911 and notify management
- Report location and type (if known) of the hazardous material
- Move employees away from the immediate danger zone
- Report any employees missing or injured
- If safe, close doors to the affected area
- Render first aid as needed
- Develop an action plan with emergency responders (e.g., evacuation, shelter-in-place, shutdown ventilation system)

In the event of a hazardous material incident outside building:

- Call 911 and notify management
- Report location and type (if known) of hazardous material
- Move employees away from the immediate vicinity of the danger
- Develop an action plan with emergency responders
- Avoid turning on and off lights

## **HAZARDOUS MATERIALS**



## EMERGENCY CONTACT INFORMATION

### PUBLIC UTILITIES

#### Electric Company:

Contact Person \_\_\_\_\_

Position \_\_\_\_\_

24-hr emergency number(s) \_\_\_\_\_

#### Gas Company:

Contact Person \_\_\_\_\_

Position \_\_\_\_\_

24-hr emergency number(s) \_\_\_\_\_

#### Water Company:

Contact Person \_\_\_\_\_

Position \_\_\_\_\_

24-hr emergency number(s) \_\_\_\_\_

## EMERGENCY CONTACT INFORMATION

### LOCAL EMERGENCY CONTACTS:

Local emergency management director

\_\_\_\_\_

(Name and numbers)

Poison Control Center:

\_\_\_\_\_

Crime Victim Services:

\_\_\_\_\_

County Social Services (Child Protection):

\_\_\_\_\_

County Public Health:

\_\_\_\_\_

Post-Crisis Intervention/Mental Health Services:

\_\_\_\_\_

## **WORKPLACE SAFETY/SECURITY**

- Remain alert and aware to what is going on around you at all times. Be suspicious of strange or unusual individuals, situations and objects. Most importantly – TRUST YOUR INSTINCTS! Report suspicious or unusual individuals, situations or objects to your manager. If you feel threatened or if you feel that you are in imminent danger, immediately call 911.
- If you notice an unauthorized person in your work area, acknowledge the person and ask if s/he requires assistance. Don't take "no" for an answer; follow-up by ensuring that the person is truly authorized to be there. If you are uncomfortable approaching the person, unable to approach the person, the person acts in a suspicious or strange manner when you approach him/her, or the person runs from the work area, immediately call 911 and then report to your manager.
- Theft is often a crime of opportunity. Do not leave purses or wallets in plain view. Keep them on you or in a locked desk at all times. Never leave them unattended, even for a few moments.
- Clear your desk of any valuable personal or company property at the end of each day and secure it in a locked desk drawer or file cabinet. Ensure you lock all of your desk drawers and file cabinets when they are unattended.
- Ensure all portable computers, DVDs, and other items of value that can be easily carried away are secured when unattended.
- Never prop open doors that normally remain secured. Do not allow "piggybacking" through secure doors or elevators. Safeguard company keys or access cards the same way you would safeguard your home or car keys.
- Develop the practice of inspecting your work area on a daily basis. This will help you identify suspicious items or other things that are out of the ordinary. Report anything suspicious.
- When arriving for work, ensure you park your car in a well-lit area (if it is daylight, park near light poles or other sources of light). This is especially important in the winter months. When leaving work, survey the parking area for suspicious individuals or vehicles before exiting the building. If you note something suspicious, trust your instincts and DO NOT LEAVE. When possible, walk to your car with a co-worker or in groups. Keep an eye out for each other and help ensure your co-workers get to their cars and leave the area safely.

## **WORKPLACE SAFETY/SECURITY**

## **SEVERE WEATHER**

*Watches:* Indicate conditions are right for development of a weather hazard. Watches provide advance notice.

*Warnings:* Indicate a hazard is imminent or the probability of occurrence is extremely high.

If a tornado or severe thunderstorm WATCH includes all or part of the area of the business's location:

- Monitor National Weather Service (NOAA) weather radio, all-hazard or emergency alert radio
- Notify impacted buildings and employees in the area
- Consider moving all persons inside building(s)
- Consider closing windows, if it is safe to do so
- Review severe weather sheltering procedures and location of shelter areas

If a tornado or severe thunderstorm WARNING has been issued or a tornado has been spotted near the office:

- Locate emergency to-go-kit and employee roster
- Take shelter immediately (pre-designated or away from outside windows and walls)
- Shelter areas are interior restrooms or rooms away from exterior walls and windows and large rooms with long-span ceilings in permanent structures
- Crouch low to the floor
- Continue to monitor National Weather Service (NOAA) weather radio, all-hazard or emergency alert radio or television stations
- When wind strikes, cover your neck and head
- Stay away from windows until all clear is given
- In the event of building damage, evacuate employees to safer areas
- If evacuation does occur, do not re-enter the building until an "All Clear" signal is issued

## **LIGHTNING**

Lightning is the deadliest weather event and can strike miles away from a thunderstorm and up to 30 minutes after.

- Stay inside
- If you feel your hair stand on end (indicator of a lightning strike)
  - Squat low to the ground on the balls of your feet
  - Place your hands over your ears and your head between your knees
- Make yourself the smallest target possible and minimize your contact with the ground
- DO NOT lie flat on the ground

## **FLOODING**

Flooding is very dangerous and causes many deaths each year:

- DO NOT walk through moving water. Six inches of moving water can make you fall
- If you have to walk through standing water, use a stick to check the firmness of the ground in front of you
- DO NOT drive into flooded areas, a foot of water will float many vehicles
- If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away

## **SEVERE WEATHER**

## SUSPICIOUS PACKAGES/MAIL

Characteristics of a suspicious package or letter include excessive postage or excessive weight; misspellings of common words; oily stains, discolorations, or odor; no return address or a city or state postmark that does not match the return address; or a package that is not anticipated by someone in the building or is not sent by a known vendor.

If you receive a suspicious package or letter by mail or delivery service:

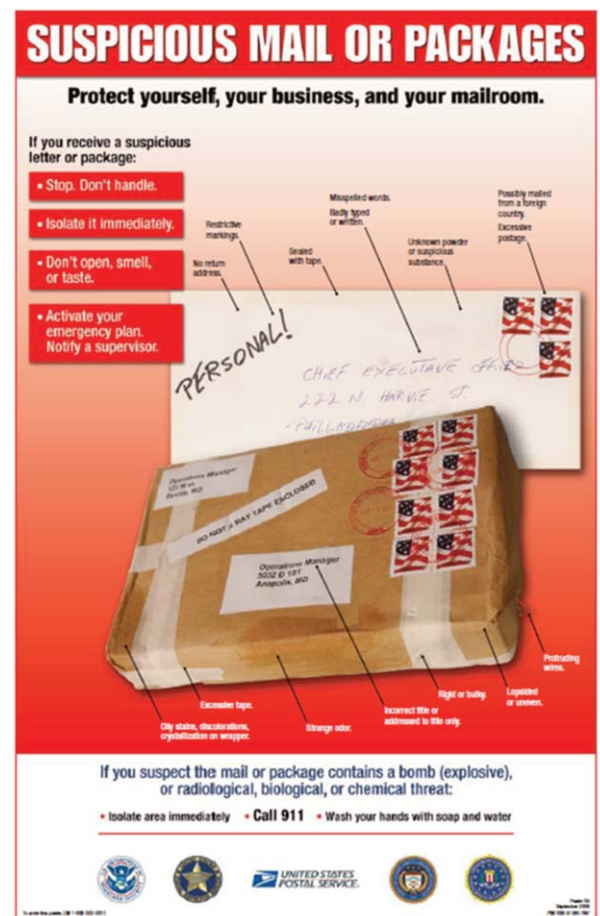
- DO NOT OPEN package or letter
- Notify management
- Call 911
- Limit access to the area where the suspicious letter or package is located to minimize the number of people who might directly handle it
- Preserve evidence for law enforcement

If a letter/package contains a written threat but no suspicious substance:

- Notify management
- Call 911
- Limit access to the area in which the letter or package was opened to minimize the number of people who might directly handle it
- Preserve evidence for law enforcement

If a letter or package is opened and contains a suspicious substance:

- Notify management
- Call 911
- Limit access to the area in which the letter or package was opened to minimize the number of people who might directly handle it
- Isolate the people who have been exposed to the substance to prevent or minimize contamination
- Turn the letter or package over to law enforcement
- Complete Threat Incident Report Form
- Consult with emergency officials to determine:
  - o Need for decontamination of the area and the people exposed to the substance
  - o Need for evacuation or shelter-in-place



## SUSPICIOUS PACKAGES/MAIL

## **BOMB THREATS**

ALL bomb threats must be taken seriously until they are assessed. As a business we are responsible for assessing the threat. The decision to evacuate rests with the business, not emergency responders, unless a device is located.

Responding to a telephone bomb threat:

- Use the Bomb Threat form to document the threat
- Call 911 to notify law enforcement
- Consult with first responders on credibility of the threat

Responding to a written bomb threat:

- Save the threat document and all of the materials associated with the threat, including any envelopes, containers, samples of handwriting or typewriting, paper and postal marks
- Handle these items as little as possible
- If possible, place all items in an envelope or box to protect them

If the threat is determined to be credible:

- Implement appropriate lockdown procedures
- Scan office or designated areas for suspicious items
- DO NOT touch any suspicious devices, packages, etc. If a device is located, it should be pointed out to emergency responders
- Limit the use of cellular phones, radios or fire alarm system
- Determine if evacuation should be initiated

If an evacuation is initiated:

- Notify employees of need to evacuate
- DO NOT use cell phones, radios or fire alarm system because of risk of activating a device
- Ensure evacuation routes and area(s) are clear of suspicious items

\*\*When responding to a bomb threat, law enforcement and first responders generally will not search a building unless requested.

## BOMB THREAT FORM

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Number at which call was received: \_\_\_\_\_

Questions to ask:

- When is the bomb going to explode? \_\_\_\_\_
- Where is the bomb right now? \_\_\_\_\_
- What does the bomb look like? \_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_
- What will cause the bomb to explode? \_\_\_\_\_
- Why did you place the bomb? \_\_\_\_\_
- What is your name? \_\_\_\_\_
- What is your address? \_\_\_\_\_
- Exact wording of threat \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- o Keep the caller on the phone as long as possible
- o Ask as many questions as possible
- o If the caller hesitates, go to the next question
- o Note response word-for-word
- o Pay attention to background noises
- o Call 911 to report to local law enforcement

Caller's Voice/demeanor:

- |                                |                                      |                                  |                                   |
|--------------------------------|--------------------------------------|----------------------------------|-----------------------------------|
| <input type="radio"/> Calm     | <input type="radio"/> Normal         | <input type="radio"/> Despondent | <input type="radio"/> Angry       |
| <input type="radio"/> Distinct | <input type="radio"/> Deep breathing | <input type="radio"/> Excited    | <input type="radio"/> Slurred     |
| <input type="radio"/> Cracking | <input type="radio"/> Slow           | <input type="radio"/> Nasal      | <input type="radio"/> Disguised   |
| <input type="radio"/> Rapid    | <input type="radio"/> Stutter        | <input type="radio"/> Accent     | <input type="radio"/> Soft        |
| <input type="radio"/> Lisp     | <input type="radio"/> Familiar       | <input type="radio"/> Loud       | <input type="radio"/> Raspy       |
| <input type="radio"/> Laughter | <input type="radio"/> Deep           | <input type="radio"/> Crying     | <input type="radio"/> Intoxicated |

If familiar, who did it sound like? \_\_\_\_\_

Background sounds

- |                              |  |                               |                                |
|------------------------------|--|-------------------------------|--------------------------------|
| <input type="radio"/> Street | <input type="radio"/> Vehicles           | <input type="radio"/> Local   | <input type="radio"/> Airplane |
| <input type="radio"/> Office | <input type="radio"/> Long distance/cell | <input type="radio"/> Voices  | <input type="radio"/> Factory  |
| <input type="radio"/> Party  | <input type="radio"/> PA system          | <input type="radio"/> Animals | <input type="radio"/> Train    |
| <input type="radio"/> Music  | <input type="radio"/> Clear/none         | <input type="radio"/> House   | <input type="radio"/> Static   |

Other: \_\_\_\_\_

Caller vocabulary/language/information

- |                                 |                                  |   |                            |
|---------------------------------|----------------------------------|---|----------------------------|
| <input type="radio"/> Excellent | <input type="radio"/> Incoherent | <input type="radio"/> Reading from note | <input type="radio"/> Fair |
| <input type="radio"/> Taped     | <input type="radio"/> Poor       |   |                            |

Sex of caller:  Male  Female

Approximate age: \_\_\_\_\_

Comments/notes: