

General Business Emergency Action Plan Template



The Henrico County Division of Fire's Office of Emergency Management provides this template in an effort to guide businesses in the development of their personalized emergency operations plans. Development of your plan should include feedback from the Office of Emergency Management and the Office of the Fire Marshal as appropriate.

These entities can also put you in touch with the "first due" engine company to your business to allow you the opportunity to share your plan with them and participate in pre-planning at your site.

Other resources:

Ready.gov - <http://www.ready.gov/business/>

Virginia Department of Emergency Management – <http://www.vaemergency.com>

County of Henrico Division of Fire – <http://www.henricofire.org>

- Office of Emergency Management - <http://www.co.henrico.va.us/departments/fire/emergencymgmt/>
- Fire Marshal's Office - <http://www.co.henrico.va.us/departments/fire/fire-marshal-s-office/>

County of Henrico Division of Police – <http://www.henricopolice.org>

<Name of Your Business>



Your business logo

Emergency Action Plan

<Address of the facility that this plan addresses>

<Date of Plan>



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EMERGENCY ACTION PLAN

Foreword

The <name of the business> recognizes that its employees must be prepared for any and all foreseeable emergencies. This emergency action plan was prepared according to the Virginia Occupational Safety and Health Standards for General Industry (OSHA 29CFR1910.38). It provides detailed emergency instructions for employees, who work at <name of the building or your business>, to ensure employee and visitor safety and the protection of property during fire, severe weather, loss of utilities and other emergencies.

<name of the building or your business>, consists of # of floors including the basement. The building is equipped with an automatic sprinkler system installed in the ceiling, manual pull stations and fire alarms that are retrofitted with strobe lights (include pertinent information about the building's sprinkler system). The building is equipped with pull stations and heat/smoke detectors. The pull stations are located at the <locations of pull stations if applicable> and the heat/smoke detectors are located at <locations of heat/smoke detectors if applicable>. The Fire Alarm Panel is located <location of the building's fire alarm panel and the annunciator if applicable> and is monitored by <name of the alarm company and contact number>. Each exit is equipped with an electric exit sign and hallway emergency lighting connected to an emergency generator. Fire Hose standpipe hose connections are located in <location of fire hose standpipes, if applicable>.

There <# of extinguishers> wall-mounted multipurpose, dry chemical portable fire extinguishers located throughout the facility as noted on the evacuation route diagram located:

<list locations of the fire extinguishers, including room numbers and other identifiers if applicable>

Employees on duty must become familiar with duties and responsibilities of the emergency action plan. Employees must also be familiar with the location of emergency flashlights, emergency equipment such as portable fire extinguishers, AED's, First Aid Kits, Blood-borne Pathogens kits, and electrical circuit breaker panels.

Name and Title of Approving Authority

Signature of Approving Authority

Date:



Your Facility Emergency Action Plan

A. General

Subpart E, Section 1910, paragraph 38, Virginia Occupational Safety and Health Standards for General Industry requires employers to maintain, in writing, an emergency action plan that covers those designated actions employers and employees must take to ensure employee safety from fire and other emergencies. This Emergency Action Plan, henceforth referred to as the Plan, provides a procedure to be used safely to evacuate employees and other persons in **<name of the building or your business>**. This plan must be used for all hazardous events.

B. Purpose

1. The purpose of this emergency action plan is to provide instructions and guidelines for those designated actions that departments and their employees must take to ensure employee and visitor safety at **<name and address of the building or your business>**.
2. The plan includes guidelines for the administration of first aid and protection of persons and property from the adverse effects of fires, blackouts, bomb threats, and natural disasters.

C. Scope

1. This emergency action plan applies to all employees and volunteers assigned to duties at **<name of the building or your business>**.

D. Responsibilities

1. *Directors/Department Head (or designee):*

- (a) Responsible for review and implementation of the Plan.
- (b) Responsible for coordinating with other Departmental Directors to ensure the continuity of assignment of one emergency team (consisting of 4 employees) per floor of their occupancy.
- (c) Responsible for ensuring their department employees are trained according to the Plan.
- (d) Responsible for providing the floor Emergency Team an up-to-date roll-call list of all employees or volunteers and their conditions/needs for assistance, per section/floor at all times.
- (e) In the event of an emergency, Directors are to assemble **<pre-determined location where everyone can safely gather>** to oversee initial emergency actions and communicate with responding emergency personnel.



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- (f) Responsible for ensuring that all medical information concerning employees and/or citizens is kept confidential and released only to the appropriate employees and/or authorities.

2. Risk Management (or whomever you assign this task to)

- (a) Responsible for assisting with the development, and maintenance of a current **<name of the building or your business>** Emergency Action Plan that identifies specific responsibilities and duties for all employees, for each type of emergency action.
- (b) Responsible for assisting with or coordinating training to ensure employees are familiar with their responsibilities in the plan as it pertains to their duties at **<name of the building or your business>**.
- (c) Responsible for ensuring that each department or section within the **<name of the building or your business>** has a copy of the Plan.

3. Emergency Team Members:

- (a) Responsible for reading and understanding the procedures in the Plan.
- (b) Responsible for following these procedures in the event of an emergency.
- (c) Responsible for ensuring that all medical information concerning employees and citizens is kept confidential.
- (d) Responsible for attending assigned training.

4. Employees:

- (a) Responsible for attending assigned training.
- (b) Responsible for following all procedures in the Plan.
- (c) Responsible for questioning any part of this manual that is still unclear after training.
- (d) Responsible for responding to all emergencies and/or evacuating the building in an orderly and quiet manner, while giving aid to those in need.

5. Employees with Disabilities:

- (a) Employees with disabilities include those who are mobility impaired, visually impaired, hearing impaired, temporarily impaired, mentally impaired and/or those employees who have a heart/respiratory condition or other health condition, which may be aggravated by the exertion required to evacuate down many flights of stairs in unfamiliar and smoke-filled stair wells.
- (b) Employees with disabilities are required to notify their supervisors and/or Emergency Team of their needs and requirements to ensure that they are able to evacuate the building safely. This includes, but is not limited to methods of:



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- 1) **Detection** – What is needed for the employee to be able to operate the current fire alarm system.
- 2) **Notification** – What is needed for the employee to be notified of the need to evacuate the building.
- 3) **Movement** – What is needed for the employee to be safely evacuated from the building. Special consideration will be given to safely evacuating the employee and his or her needed equipment out of the building at the same time, if possible.

E. Emergency Procedures

1. **Specific procedures for various emergencies are outlined in each agency's Emergency Action Plan for their worksite.** Emergency escape routes are identified on the floor plan at [redacted] Emergency Escape Routes. All employees and volunteers must become familiar with the location of these routes. All access to means of egress and to exits must remain clear and unobstructed at all times.
2. In case of an emergency that requires the evacuation of the building, all employees and patrons will evacuate the building via the **primary** exit and go to their designated **primary** assembly area which is located <location of assembly area>. The emergency team must coordinate with other staff members to account for all visitors in the building at the time of the emergency. The emergency team will report this information to the Scene Incident Commander as soon it is available.
3. A diagram of the location of portable fire extinguishers, AED's and emergency egress routes for each floor may be found in Appendix A.

F. Emergency Team Procedures

1. Each department/section/agency/floor must have four employees assigned to the Floor Emergency Team.
2. All Emergency Team members must have First Aid/CPR/AED and Blood-borne Pathogens Training.
3. All Emergency Team Members must be physically fit to collectively assist with the evacuation of a weight of up to 300 lbs.
4. In the event of the fire alarm sounding, the Emergency Team will meet in the designated areas <list areas> and form groups, depending on the number of Emergency Team members available. The groups will be the Floor Steward Group and the Floor EVAC Group.
 - a) **Floor Steward groups must:**
 - 1) Check all offices, training rooms, restrooms and closet areas for individuals to evacuate on their assigned floor.
 - 2) Ensure that all employees and visitors have evacuated their assigned areas.
 - 3) Ensure that all the doors are closed behind them and that the floor is clear.



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- 4) Confer with the Floor EVAC group and inform the Scene Incident Commander the results of the floor accounting.
 - 5) Relay information from the Scene Incident Commander to the employees at their assembly areas.
- b) ***Floor EVAC groups must:***
- 1) Assist and maintain order as employees and patrons are leaving the building.
 - 2) Assist disabled individuals evacuating the building.
 - 3) Ensure that all people on the floor are accounted for.
 - 4) Ensure that the accounting forms have been filled out and given to the Floor Stewards.
 - 5) Administer First Aid, as needed.

G. Training

1. **Risk Management** along with the Department Directors or designee must identify and assist in the development and implementation of training for a sufficient number of persons to help in the safe and orderly emergency evacuation of the building. Supervisors must review the plan with each employee covered by the plan at the following times:
 - (a) Upon initial development of the plan,
 - (b) Whenever the employee's responsibilities or designated actions under the plan change,
 - (c) Whenever approved changes are made to the plan,
 - (d) Whenever a new employee is assigned, hired, or transferred to a unit within **<name of the building or your business>**.
2. Immediate supervisors must review the Plan with each employee upon initial assignment, those parts of the plan that the employee must know to protect him or her in case of an emergency. This written plan will be posted in each department and easily accessible to all employees at all times.

H. Drills

1. Drills of this plan shall be conducted annually, at a minimum, and whenever it is deemed necessary by department heads or Risk Management.
2. When conducting a fire drill, be sure to inform the company's fire alarm monitoring company, and if required by state code, the Henrico County Division of Fire's Fire Marshal's Office.



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3. Drills will be initiated by <establish who will initiate drills>.
4. Prior to each drill, Department Heads (or their designees) will identify personnel who will assume command of the drill and post-drill activities once the drill has been initiated.



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INSERT EVACUATION ROUTE DIAGRAM(S) HERE



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INSERT ASSEMBLY AREA DIAGRAM(S) HERE



FIRE EMERGENCY

Action taken:

1. **Go to the nearest fire alarm pull station and pull it** – Immediately notify the staff that they must quickly and calmly evacuate the building. Go to the nearest exit (**primary or alternate**) **away from the fire** and evacuate the building.
2. **If the fire alarm doesn't sound:**
 - a) Inform your supervisor of the situation.
 - b) Have everyone begin to evacuate the building calmly.
 - c) Go to the floor below you and call **911 (or 9-911 if on a PBX)** - At this time provide the dispatcher with the following:
 - 1) **Name of the Facility:** **<Name of the building that you are in>**
 - 2) **Address of Facility:** **<Address of the facility>**
 - 3) **Name of Caller:** **(Your Name)**
 - 4) **Situation:** Tell the dispatcher if there are injuries, the size of the fire, or other pertinent information).
 - d) Alert other departments and evacuate the building.
2. **Can the fire be put out?** - If there is a second employee on duty, that employee should assess the situation and use a portable fire extinguisher to control the fire **if it is in the incipient stage (just starting; very small)**. **If the employee has not been trained in the use of a portable fire extinguisher or the fire is spreading beyond the point of origin, the employee will evacuate the building immediately.**

***The first priority is the safety of employees and visitors.**
3. **Exit through the nearest exit (primary or alternate) away from the fire. Use the stairway exit nearest the department. Do not use the elevators.** If you are at your desk, bring your coat and car keys. If you are not, do not go back to get them.
4. **Assemble in your designated assembly area** (See Appendix B Areas of Assembly.) - In the event of a fire emergency that requires evacuation of your building, all employees, volunteers, and patrons will assemble in their designated assembly area, as indicated in Appendix B, Areas of Assembly.
5. **Perform a roll-call** – Your Floor Emergency Team members will perform a floor roll-call to ensure that everyone is accounted for. They will then provide communications and updates between your group and the directors of the agencies (or their designees at the established assembly point).
6. **Stay where you are** – Do not leave your assembly area unless a member of your Floor Emergency Team has cleared you to do so.



Loss of Utilities

Action Taken

1. **Notify the appropriate utility company**
2. **Inform everyone of the problem** – The senior departmental employee on duty shall inform the staff and visitors of the problem.
3. **If the water comes back on** - If the water supply is restored within one hour, the staff activities may proceed as scheduled.
4. **If the water doesn't come back on** - If the water supply **has not been restored after one (1) hour**, or the source of the problem cannot be identified, the senior department employee shall coordinate with maintenance and security for further instructions.
5. **Follow the directions of The Emergency Evacuation Team**
6. **Secure the building** –The Emergency Evacuation Team and Security shall then secure the building to prevent re-entry by unauthorized persons, in the event that employees are sent home.



Severe Weather

What's Severe Weather?

Heavy Thunderstorms; High Winds; Lightning; Hail; Snow and Ice Storms; Hurricanes; and Tornadoes.

Action Taken:

Advanced Warning:

1. **Begin preparations immediately** - If advanced warnings of severe weather are known, begin preparations immediately!
2. **The senior employee will brief all staff to remain calm and stay away from windows and doors.** In a thunderstorm or lightning conditions, employees and visitors must not operate electrical equipment or use the telephone.
3. **If there is sufficient advanced warning**, everyone should survey the surrounding grounds and bring loose equipment and objects (trashcans, chairs, tables, etc.) inside the building.
 - a) Any items, which cannot be brought inside, should be secured to the ground or a fixed object as best as possible. This will reduce the potential for flying objects to cause injuries or property damage.
 - b) **Do not subject yourself to potential injury just to secure equipment.** Everyone must go inside as soon as weather conditions make remaining outside hazardous to personnel.

What about Extremely Severe Weather (Hurricane, tornado, etc.)?

If the weather becomes extremely severe or there is information or reason to believe that a hurricane or tornado is passing through the area, everyone will:

1. **Calmly and quickly move to the designated areas of refuge in the building_and;**
2. **Perform a roll-call** – Your Floor Emergency Team members will perform a floor roll-call to ensure that everyone is accounted for. They will then provide communications and updates between your group and the senior staff.
3. **Stay in the designated areas of refuge until the danger has passed.** Emergency Team members or the senior employee on duty will make the determination to return to work based upon coordination with their Administration. See Appendix J-1 for telephone numbers.



Blackout Conditions

In the event of a **BLACKOUT**, the building's emergency generator will activate.

If it is a true blackout of power, all electric lights and streetlights in adjacent and surrounding buildings will be off!

Action Taken

1. **Remain Calm** - If the blackout occurs during the hours of darkness or reduced visibility, the senior departmental employee-on-duty shall inform the staff of the problem and ask that they remain calm, stay together, and to not move about.
2. **Staff must ensure that all electrical appliances and lights are turned off** - To avoid a power surge and possible damage to circuits or equipment when the power is restored.
3. **Members of the Emergency Team will have flashlights and assist employees, if needed.**
4. **If the blackout has not been restored with the activation of the generator** or the source of the problem cannot be identified, the senior departmental employee on-duty will coordinate with Security Services for further instructions.
5. **Leave in a quiet and calm manner** – Exit the building in a quiet and calm manner in the event that the power cannot be restored and employees are sent home.



Threats

Telephone/Bomb Threats

1. **Remain calm** - In the event of a telephonic threat, the employee receiving the call must remain as calm as possible.
2. **Attempt to keep the caller on the telephone as long as possible.**
3. **Use the Threat & Bomb Reporting Form and record the caller's exact words** - A special effort should be made to obtain the information on the attached form.
4. **Immediately Make Notifications** – The member who receives a bomb threat call shall contact 9-1-1 (or 9-911 if on a PBX). (Cellular telephones WILL NOT be utilized; they could set the bomb off).
5. **Notify – Supervisors and Emergency Team Members.**

Evacuation Instructions:

1. The decision to evacuate < the name of the business > shall be the responsibility of < designate this responsibility > and/or by the Public Safety responders on scene. Follow instructions as they are given by the 9-1-1 center, police, or fire personnel. In the event that decision is made:
 - a. An announcement that the building is being evacuated shall be made over the paging system (or however your business would do this)
 - b. Employees shall close all doors, leaving them unlocked.
 - c. Elevators shall not be used.
2. When the evacuation order is given:
 - a. a) Desks and work areas shall be cleared of any confidential and important papers;
 - b. Computers logged off;
 - c. Drawers to desks and file cabinets will be closed;
 - d. Cash and money instruments shall be secured; and
 - e. Exit doors shall be closed, but not locked.
3. In a calm and orderly manner, all persons shall move toward prearranged evacuation routes, making sure that all visitors accompany employees.



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4. All persons shall leave the building at ground level, proceed at least 300 feet from building and not hinder the Division of Fire or other emergency services activities.

Written Threats

1. **Preserve the evidence** - Written threats should be handled as little and as carefully as possible in order to preserve the document as evidence. **Follow procedures for receiving a bomb threat call.**
2. **Evacuate the building - If the decision is made, by the department head or you are advised to so by emergency personnel to evacuate** - Precede with the evacuation instructions as outlined above. 
3. **Do not use your cellular phone until you are in your designated assembly area.**

Suspicious Letters & Packages

1. **Do not open, move or attempt to unwrap the letter or package** - If the bomb is delivered to the **<name of your business>** or if a suspicious package is discovered in the building, **immediately dial 911 or 9-911. NO ATTEMPT SHOULD BE MADE TO UNWRAP IT OR MOVE IT!!**
2. **Evacuate the building - If the decision is made, by the department head or you are advised to so by emergency personnel to evacuate** - Precede with the evacuation instructions as outlined above. 
3. **Do not use your cellular phone until you have reached the designated area of assembly.**



THREAT & BOMB REPORTING FORM

Remain calm, listen carefully and do not interrupt the caller. Try and obtain the answers to the following questions to the best of your ability while the caller is still on the line. **Immediately contact 911 or 9-911 to report all threats received.**

Date Received _____ Time Received _____ AM / PM

Telephone # of caller (If obtained through caller ID) _____

Telephone extension where call was received _____

Person or area threatened _____

Location of bomb _____ Detonation time _____ AM / PM

6) ***CALLER CHARACTERISTICS***

Male Female Adult Young Adult Child
Caller's exact statement _____

Did caller speak with an accent? Yes No
Describe _____

Did caller have knowledge of facility? Yes No Unsure
If Yes, Please explain _____

Were background noises heard? Yes No
If Yes, Please explain _____

Name of person receiving call _____ Ext _____

IMMEDIATELY CONTACT 9-911 TO REPORT ALL THREATS.



First Aid Procedures

Who Responds? (Performs First Aid Duties?)

ONLY EMPLOYEES WHO HAVE BEEN TRAINED IN FIRST AID/CPR/AED AND BLOOD-BORNE PATHOGENS CAN RENDER FIRST AID.

Where Are Our First Aid and Blood-borne Pathogen Kits?

The **<name of business>** has a first aid kit **located at** where employees have **unrestricted access to it**. The kit must be inspected and inventoried for completeness and serviceability monthly. A first aid instruction book is also located adjacent to the kit.

Each Floor Emergency Team should have a Blood-borne Pathogens Kit. The kit includes personal protective equipment (gloves, gowns, masks, etc.) for those giving major first aid and a spill clean-up kit. The contents are sealed so that they can not be used more than once.

An AED (*Automated External Defibrillator*) – Is located in the first floor lobby and shall only be used by Emergency Team Members, or other trained first responders. AED's shall be inspected and maintained by **<whoever is assigned to do this>**.

Action Taken

Minor First Aid (Includes those injuries that can be treated by first aid alone.)

1. **Report it to one of the Emergency Team members** - Everyone who discovers an emergency situation will inform one of the members of the Floor Emergency Team. They shall assess the situation and render the appropriate first aid treatment.
NOTE: Employees shall only render first aid procedures for which they are trained and certified.

Major First Aid (Includes those injuries that require greater treatment than first aid and/or post-treatment care.)

2. **If the treatment required is beyond your level of training – call or direct someone to call 911 or 9-9-1-1** - Any treatment required beyond the level of training of which the employee is certified must be handled by emergency medical service personnel. Keep the victim calm. Direct someone to call 9-911.



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3. **Provide the following information to the emergency dispatcher:**
 - a. **Site Name/Address:** **<Your Floor and Room number>**
<Address>
 - b. **Person Calling:** Give your name.
 - c. **Situation:** Describe who is injured, how the injury occurred, first aid treatment being administered, victim's condition, and any other pertinent information.
4. **Send someone to the Main Entrance area to direct emergency crews when they arrive.**
5. **Prepare an Injury/Illness Report** - Once the emergency medical service personnel have arrived and taken charge, the senior departmental employee on-duty must prepare a Injury/Illness Report on each injured person. Complete the report in ink. The report must be forwarded to Risk Management by the following business day.
6. **If the injury is serious** - Contact your supervisor and department leads or other appropriate departments as soon as possible to report any serious injuries.

How Do I Protect Myself While Rendering First Aid?

1. **Blood borne Pathogens Exposure Control**
 - a. **Always wear disposable latex or vinyl gloves** - Wearing disposable latex or vinyl gloves is mandatory for all employees or volunteers authorized to render first aid to injured patrons, volunteers, or other employees. This will limit the exchange of body fluids and subsequent contraction of blood borne pathogen diseases. There are gloves in the first aid kit and in the BBP kit.
 - b. **Always use a pocket mask with a one-way valve when giving artificial respiration** - If artificial respiration (rescue breath) is required, the use of a pocket mask with a one-way valve is mandatory. This will limit the exchange of body fluids and subsequent contraction of blood borne pathogen diseases.
 - c. **Keep the area clear of bystanders** - If more than one employee is on duty, one employee shall keep the area clear of bystanders.
 - d. **Always decontaminate or dispose of all equipment/supplies used** - Once first aid treatment is concluded, all equipment and supplies shall be properly decontaminated or disposed of. Employees must wear protective gloves during this process.



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- e. **Clean up all floors, counter tops, tables, desks, etc.** – If contaminated by a body fluid or equipment used during treatment, all floors, counter tops, etc. shall be cleaned and disinfected in accordance with company policy.



Workplace Violence

What is it?

Any intentional act that inflicts, attempts to inflict, or threatens to inflict bodily hurt on another person or that inflicts, attempts to inflict, or threatens to inflict, damage to property, **whether committed by an employee or by anyone else** and which occurs in the workplace, at a business site location or while an employee is engaged in company business. A Workplace is composed of all company property and any other locations where employees are performing their work.

Who is Responsible?

Everyone is responsible for responding promptly to Workplace Violence. All staff members are encouraged to take appropriate measures to protect themselves and personal property and report Workplace Violence incidents or concerns to their supervisor. Supervisors are responsible for responding to the concerns of employees pertaining to threatening or intimidating behavior from internal and external customers. All staff members are responsible for cooperating when emergency response procedures are activated.

Actions Taken - (Threatening or Violent Situations)

- a. **If possible immediately call 911 or 9-911 and provide the following information to the emergency dispatcher:**

Site Name/Address

<name of business>

<address>

Give the floor number and your location

Person Calling:

Give your name.

Situation: Describe the situation in detail and whether dangerous weapons/firearms are involved and any other pertinent information.

- b. **Activate the fire alarm** – Evacuate through the safest exit (**primary or alternate**) to the corresponding assembly area for accountability.
- c. **Remain outside** – until emergency personnel arrive. **Do not take any actions that may result in further escalation of the situation.**
- d. **Return to work** – only after being cleared to do so by the On-Scene Commander.



EMERGENCY NUMBERS

- A. Fire or Police
Emergency.....9-911
- B. Emergency Medical
Services.....9-911
- C. Security Desk.....555-1212
- D. Maintenance.....555-1212
- E. Poison Control Center.....9-1-800-222-1222
- F. Gas Leak.....9-911
- G. Dominion Virginia Power.....9-1-800-667-3000
- H. Public Utilities.....9-501-4517
- I. Public Works.....9- 501-4393

Administration Numbers:

<list important company contacts, department heads, etc...>



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Emergencies in the Workplace

REMEMBER YOUR RESPONSIBILITY IN EMERGENCY SITUATIONS:

- ✓ FOLLOW YOUR TRAINING
- ✓ REACT CALMLY AND QUICKLY
- ✓ DON'T BE A HERO

IF YOU DISCOVER A FIRE

- Alert others at risk
- Notify a manager
- Activate the alarm system
- Turn off involved equipment
- Evacuate

MEDICAL EMERGENCY

- Alert a manager
- Follow procedure for Fire Alarm

FIRE ALARM

- Turn off equipment
- Take the closest safe exit
- Go to the evacuation location
- Stay with your group
- Do not re-enter building

SEVERE WEATHER

- Turn off equipment
- Report to evacuation location