



Guide To Creating An Emergency Response Plan

Understanding the characteristics of an emergency and how to respond is critical to the survival of your employees and your business.

- Learn about potential threats.
Review and plan for emergencies like Biological Threat, Chemical Threat, Pandemic, Explosions, Natural Disasters, etc.
- Meet with your insurance provider to review your coverage:
 - Find out what it covers and what it does not
 - Understand your deductible, if applicable
 - Find out what records your insurance provider will want to see after an emergency and store them in a safe place
- Develop a system for knowing who is in your building and keep a roster, including customers and visitors.
- Determine a chain of command with the authority to order an evacuation.
- Locate and make copies of building and site maps with crucial utility and emergency routes clearly marked
 - Identify and clearly mark entry-exit points on the maps and throughout the building
 - Designate a safe room and clearly mark its location
 - Post maps for quick reference
- Plan two ways out of the building from locations throughout your facility.
- Establish a warning system; plan how to communicate the warning to individuals with disabilities.
- Designate an assembly site near your facility and another in the general area.
- Plan for people with disabilities who may need help getting out in an emergency.
- If your company is in a high-rise building, an industrial park, or even a small strip mall, coordinate and practice with other tenants or businesses to avoid confusion and potential gridlock
- Include preparedness training in new employee orientation programs.
- Encourage employees to take basic first aid and CPR training; offer on-site classes.
- Do tabletop exercises with members of the emergency management team; discuss individual responsibilities.
- Conduct regularly scheduled education and training seminars to provide employees with information, identify needs, and develop preparedness needs

- Practice evacuating and sheltering with all personnel. Test procedures for accounting for all employees, visitors, and customers.

COMMUNICATION

- Provide top company executives with all relevant information for the protection of employees, customers, vendors, and nearby facilities
- Plan how to update customers on whether/when your products will be received or services rendered.
- Plan how to communicate with local, state, and federal authorities about what emergency assistance you would require to continue essential business activity.
- Set up a telephone call tree, password-protected page on the company website, an email alert, or a call-in voice recording to communicate with employees in an emergency.
- Designate an out-of-town phone number where employees can leave an “I’m okay” message.
- Provide all employees with wallet-cards detailing instructions on how to get company information in an emergency situation.
- Keep employee emergency contact information on file and up-to-date; store copies with other vital records.

PROTECT YOUR FACILITIES

- Attach equipment and cabinets to walls or other stable equipment.
- Place heavy or breakable objects on low shelves.
- Move workstations away from large windows.
- Elevate equipment off the floor to avoid electrical hazards in the event of flooding.
- Install fire extinguishers and smoke detectors in appropriate places.
- Consider if you could benefit from automatic fire sprinklers, alarm systems, closed circuit TV, access control, security guards, or other security systems
- Secure all the ways in which people, products, supplies and other things enter and leave your facility.

Emergency Supplies

Encourage employees to keep a portable kit of emergency supplies based on the government guidelines given for individuals and families. In addition, assemble the following supplies:

- NOAA weather radio and extra batteries: gives an alert when a watch or warning is issued in your area
- Copies of important records such as site maps, building plans, insurance policies, employee contact and identification information, bank account records, supplier and shipping contact lists, computer backups, emergency or law

enforcement contact information, and other priority documents; store in a waterproof, fireproof portable container both on-site and off-site

- Flashlights or emergency lighting
- store several days' supply of spare hard-to-replace parts or supplies off-site.
- First aid supplies.

PROMOTE PREPAREDNESS

- Include emergency preparedness information in newsletters, on company intranet, periodic employee emails and other internal communication tools
- Talk to co-workers with disabilities about what assistance they will need
 - Engage people with disabilities in emergency planning
 - Identify people willing to help co-workers with disabilities and make sure they are able to handle the job, especially if this involves lifting or carrying
 - Plan how you will alert people who cannot hear an alarm or instructions

PROVIDE SUPPORT AFTER A DISASTER

- Encourage adequate food, rest, and recreation.
- Provide for time at home to care for family needs, if necessary.
- Provide reassurance that families will be supported.
- Re-establish routines when possible; workplace routines facilitate recovery by providing an opportunity to be active and restore social contact.
- Offer professional counselors or other support services.

If you are concerned about whether your organization and employees are prepared for an emergency or disaster, contact us. We can help protect your organization with an Emergency Response Plan, and provide safety training for your employees.

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408-242-2418 - *Call Monday - Saturday 7:00 a.m. to 7:00 p.m. (Pacific)*

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