

EXECUTIVE

SECURITY SYSTEMS

Being able to sit down and write a procedure for every scenario that may affect our property or lives is impossible. But arming ourselves with information and developing a set of guidelines to follow in any emergency is critical and will increase our ability to react appropriately to virtually any situation or disaster.

To start, review the property, its tenants, historical incidents and surrounding properties. This will help form an understanding of events that may or are more likely to occur and a starting point of developing a plan. Start with those incidents and write a response to each of them (i.e. tornado, flood, fire, medical). At a minimum those will help understand how to evacuate and communicate with the tenants, visitors and emergency personnel which will be the basis for all emergency incidents.

Next, think about more critical incidents, it doesn't need to be specific incidents but generally where parts of or the entire building may be shut down and/or access to the property may be cut off. This will include remote access to information, notification procedures and alternate work or command locations.

Here are some suggestion on what to consider and what the plans should include. These are from several sources, including the American Red Cross and the American Society of Industrial Security. Also see the helpful websites at the end of this document.

Lastly, anytime there is an incident always review what went right and what could be improved on within the procedures. And always, at a minimum, review and update as needed the Emergency Plan annually.

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First Step Tips

Keep phone lists of your key employees and customers with you, and provide copies to key staff members.

- If you have a voice mail system at your office, designate one remote number on which you can record messages for employees. Provide the number to all employees.
- Arrange for programmable call forwarding for your main business line(s). Then, if you can't get to the office, you can call in and reprogram the phones to ring elsewhere.
- If you may not be able to get to your business quickly after an emergency, leave keys and alarm code(s) with a trusted employee or friend who is closer.
- Install emergency lights that turn on when the power goes out. They are inexpensive and widely available at building supply retailers.
- Back up computer data frequently throughout the business day. Keep a backup tape off site.
- Use UL-listed surge protectors and battery backup systems. They will add protection for sensitive equipment and help prevent a computer crash if the power goes out.
- Purchase a NOAA Weather Radio with a tone alert feature.
Keep it on and when the warning signal sounds, listen for information about possible severe weather and protective actions to take.

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General Training For Employees should include

- Hazards at the facility and neighboring facilities
- Warning alarms/alerts and their meaning, and what response is required to the alarms/alerts
- Job specific defined responsibilities clearly describing the sequence of actions to be taken
- Sequence of actions to take in an emergency, including how to report incidents and to whom
- Identification, location, and use of emergency equipment (e.g., fire extinguishers, protective clothing, and breathing equipment such as personal hoods)
- Emergency shutdown procedures
- Evacuation procedures and routes, assembly areas, and headcount procedures.

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MAJOR PLANNING CONSIDERATIONS CHECKLIST

The following checklist is provided as a guide to assure that relevant considerations are identified in the emergency management planning process.

Use the blank space provided to record the current status of the plan or checklists:

Yes = Complete

No = Requires Action

N/A = Not Applicable

(Unknown is not an acceptable answer)

The provisions listed below are suggested for consideration in developing a plan/planning checklist. The checklist can be used prior to developing the emergency management plan to review and evaluate organizational preparedness status and to determine planning voids and weaknesses.

Direction and Control

Does your plan or checklist have provisions for:

_____ Indicating who is in charge for each emergency or disaster situation and citing the location of the Emergency Operations Center (EOC) or on-the-scene command post from which direction and control will emanate?

_____ Determining the need to evacuate the facility or site or when to issue evacuation orders?

_____ Identifying the individual responsible for issuing evacuation orders and how they will be announced?

_____ Identifying an alternate EOC site to serve as a backup if the primary EOC is not able to function?

_____ Identifying the personnel assigned to the EOC for emergency operations?

_____ Identifying lines of succession to assure continuous leadership, authority, and responsibility in key positions?

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_____ Providing for logistical support for food, water, lighting, fuel, etc., for the emergency response force?

_____ Timely activation and staffing of emergency response teams and/or personnel?

_____ Assigning operational and administrative support for emergency response activities?

_____ Clear and concise summary of emergency functions, direction and control relationships, and support communications system?

_____ Ensuring that EOC staff members can be recalled on short notice?

_____ Describing EOC functions, layout, concept of operations, duties of staff, use of displays, and process to bring the EOC to full readiness on a 24-hour basis?

_____ Protecting resources (essential personnel and equipment) during disaster situations?

_____ Implementing resource controls?

_____ Safeguarding essential records?

_____ Disaster effects monitoring and reporting capability?

_____ Central coordinating point(s) for receiving, analyzing, reporting, and retaining (events log) disaster related information (property damage, fire status) for EOC staff and/or response teams?

_____ The EOC staff to acknowledge/authenticate reports?

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Communications

Does your plan or checklist have provisions for:

_____ Primary and backup radio communication, with gas generators or extra batteries (fixed and mobile, as available)?

_____ Describing the methods of communications between the EOC and response teams, dispersed company locations, adjacent firms, and local government emergency services (fire, police, etc.)?

_____ Two-way radio communication requirements for emergency response forces, if available?

_____ Assuring that the response team members (and their backups) assigned to communications tasks understand communications terminology, and know where to obtain communications equipment and how to operate it effectively?

_____ Recalling communications staff members on short notice?

_____ Obtaining additional telephone services during emergencies?

_____ Listing key telephone numbers for industry emergency assistance organizations?

Alerting and Warning

Does your plan or checklist have provisions for:

_____ Receiving warnings from the weather service or local government when hazardous situations threaten the facility?

_____ Warning the employees in the event of a disaster?

_____ Describing the warning system (type of devices, e.g., alarms, paging systems, detectors, word-of-mouth) used to alert the workers?

_____ Alternate means of warning to back up the primary system?

_____ Defining the responsibilities of departments or personnel and describing activation procedures?

_____ Warning local government and nearby establishments of onsite disasters that might spread to areas outside the facility?

_____ Requesting emergency assistance from local government (fire, police, medical, etc.)?

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_____ Differentiating warning signals that identify specific threats or require specific response actions?

_____ Warning any hearing impaired and non-English-speaking workers?

_____ A 24-hour warning point to alert key officials and to simultaneously activate all warning devices?

_____ Call-up procedures to notify key officials and/or request offsite assistance in the event of an emergency?

_____ Routine checks of the warning system to assure that it is functioning properly?

Facility Shutdown

Does your plan or checklist have provisions for:

_____ Indicating under what conditions shutdown must occur or be considered?

_____ Identifying who will make the decision to shut down equipment, utilities, or the facility?

_____ Specifying who is responsible for carrying out shutdown? Assigning specific roles for equipment and utility (e.g., gas and water) shutoffs, and for checking automatic shutoffs (and for doing it manually if the automatic system fails)? Identifying who is to be equipment shutoff backup? Requiring report of shutdown completion to EOC?

_____ Establishing prearranged order or signal to initiate shutdown procedures appropriate for the impending hazard?

_____ A complete checklist for emergency shutdown?

_____ Diagrams to show where to turn everything off?

_____ Posting shutdown instructions on or near control panels, valves, switches, and operating mechanisms of each piece of major equipment?

_____ Instructing and training personnel to implement the emergency shutdown procedures?

_____ Designating personnel to close doors and windows, tie down loose equipment, move equipment and supplies to shelter area, and barricade windows and doors?

_____ Assigning personnel to stand by firefighting hoses and equipment to be ready to extinguish fires?

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_____ Identifying and protecting valuable and sensitive tools, instruments, machinery, and materials?

_____ Protecting equipment and material stored outside by banding tiedown, moving critical or valuable items to inside storage, or moving mobile equipment to high ground or to protected sides of the buildings, as circumstance requires and time allows?

_____ Establishing damage assessment and control techniques to minimize property loss during a disaster?

_____ Testing shutdown procedures for utility services and equipment by department managers?

Evacuation

Does your plan or checklist have provisions for:

_____ Describing the conditions under which evacuation would be ordered?

_____ Developing evacuation procedures, with appropriate options for the various hazards, that avoid potential secondary hazards (i.e., live high voltage wires that could fall; fuel lines that could be ruptured by earthquake explosion; fire damage; etc.)?

_____ Identifying the individual responsible for ordering an evacuation and establishing lines of succession for carrying out evacuation functions?

_____ Indicating under what conditions it would be safe to complete facility shutdown before ordering general evacuation?

_____ Describing the alerting and communication systems for signaling impending or immediate evacuation for each type of evacuation your facility may require?

_____ Procedures for search and rescue teams, if evacuation alarms are inoperative?

_____ Maps indicating evacuation routes from buildings and the facility site?

_____ Clearly marked evacuation routes throughout company facilities, with two exit options (and fire escapes where needed) for every employee?

_____ Safety lighting (to ensure adequate light for evacuation during a power outage) in stairwells and corridors?

_____ Assuring that all personnel know the evacuation routes, routines, and check-in procedures for both area and site evacuations?

_____ Helping any handicapped employees to evacuate?

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_____ Special attention to ensure that any non-English-speaking employees understand warning signals and know where and how to evacuate the work place?

_____ Identifying public or company provided safe reassembly areas that will not leave evacuees exposed to adverse weather conditions—below freezing temperatures, driving rains, etc.—or to radiological hazards following a nuclear incident or attack?

_____ Assigning responsibility in an evacuation to a rear guard to ensure that all personnel get clear?

_____ An organized head-count to ensure that all facility occupants have exited?

_____ A system for identifying missing persons?

_____ Ensuring that vital records are evacuated?

_____ Identifying critical equipment to be evacuated and explaining how and by whom it will be moved?

_____ A facility status report to specified company and civil authorities from the responsible onsite person following a site evacuation?

_____ Periodic evacuation drills for all facilities?

_____ Designating responsible staff members (by name and title) to maintain and update the evacuation plan on a standby basis?

Shelter

Does your plan or checklist have provisions for:

_____ Identifying existing shelter space in company facilities?

_____ Orderly movement to onsite shelter, with a general traffic pattern and ready-made directional signs?

_____ Assigning corridor, floor, and building wardens to assist employee movement?

_____ Crisis stocking of food, water, medical supplies, and other necessities for fallout shelter stay (for on-site company shelters only)?

_____ Designating shelter managers and support staff?

_____ Obtaining radiation measuring devices from local emergency management officials?

_____ Arranging training for shelter managers and radiological monitors from local and state emergency management officials?

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_____ Receiving and registering additional people from nearby areas, in close coordination with government officials, if company facilities have been included in the local in-place fallout shelter inventory?

_____ Coordinating with local authorities to identify shelter locations assigned to company employees outside the facility in accordance with the local in-place shelter allocation?

_____ Printed instructions advising employees of shelter locations and routes to get there, either within the facility or nearby?

_____ Identifying the individual responsible for maintaining on-site shelters?

_____ Assuring that key workers required to continue essential operations are provided blast shelter in or near the work place?

_____ Coordinating all key worker shelter needs with the local government?

_____ Determining when occupants can be released from shelter?

Emergency Services

Does your plan or checklist have provisions for:

_____ **General Services** (may not be applicable to every emergency service)

_____ Maintaining current notification/call-up rosters for each emergency response team (ERT)?

_____ Advising personnel of specific risks associated with handling hazardous materials and of the best means to protect themselves?

_____ Obtaining appropriate equipment, instruments, antidotes, and protective clothing for ERT members to perform emergency tasks in a hazardous material, chemical, or radiological environment?

_____ Assuring that ERT members understand how and when to use response equipment, instruments, antidotes, and protective clothing?

_____ Establishing a routine for team members to check for contamination and to dispose of contaminated clothing?

_____ Standard operating procedures for each response team, describing how the team will accomplish its assigned tasks and how it will deal with the various agencies?

_____ Entering into mutual aid agreements with other private sector companies, state and local government service agencies, and volunteer agencies?

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_____ A plot plan (site plan, map of buildings and grounds), including utility shutoff locations; water hydrants and mains; storm drains and sewer lines, fences, gates; natural gas, chemical pipelines; name of each building; and street names and street number directions?

_____ A building plan (floor plan for each building), including room layout, indicating the materials to be typically found in each room or area, with notes on quantities and storage containers?

_____ Supplying copies of the organization's plot and building plans to local fire and police departments?

_____ Handling inquiries and informing families on the status of employees separated from them, especially if injured or missing, due to a disaster event?

_____ Logistical support during emergency operations?

_____ Reporting the appropriate information (casualties, damage assessment, evacuation status, etc.) to the EOC during emergency operations?

_____ Direction and control of ERT personnel during operations?

_____ Designating a representative for each ERT to report to the EOC to advise decision makers, to coordinate the team response?

_____ Recovery operations during disaster events?

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Specific Services

Security

- _____ Traffic control during an emergency
- _____ Assisting movement to shelter or to evacuate the facility
- _____ Security for critical resources
- _____ Keeping order in emergency shelters
- _____ Protecting company property in damaged area
- _____ Evacuating disaster areas during emergency operations
- _____ Training in sabotage prevention for security force

Fire and Rescue

- _____ Deploying fire/rescue teams and equipment in the event of an emergency.
- _____ Storing fire control equipment where it will be accessible despite direct hazard effects (earthquake, fires, etc.)
- _____ Assuring that team members know how to operate rescue equipment
- _____ Fire protection in emergency shelters
- _____ Advising decision makers about the risks associated with hazardous materials
- _____ Rescuing injured people during emergency operations
- _____ Alerting all emergency services of the dangers associated with technological hazards and fire during emergency operations
- _____ Training in radiological monitoring

Health/Medical

- _____ Selecting and setting up emergency casualty station for screening casualties, administering first aid, initiating identification and casualty records, and arranging transportation to medical facilities if necessary
- _____ Obtaining emergency medical support during an emergency
- _____ Maintaining an adequate inventory of medical supplies for emergency use

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_____ Emergency procedures for exposure to onsite chemicals and for dealing with the injured who may also be contaminated

_____ First aid training for personnel assigned to supplement medical staff

_____ Health/medical care at any facility shelter

_____ Information programs to ensure good health under shelter conditions

Engineering

_____ Establishing and testing shutdown procedures

_____ Precautions, as necessary, to protect equipment during shutdowns and to preserve it over extended periods of nonuse

_____ Maintaining drawings showing locations of utility key valves, switches, feed lines, and hazardous areas.

_____ Backup electrical power to the EOC and essential production lines

_____ Preparing and maintaining a resource list identifying source, location, and availability of earthmoving equipment, dump trucks, fuel, etc., to support disaster response recovery operations

_____ Damage assessment reports

_____ Restoring utilities to critical and essential facilities

_____ Post-disaster repairs and restoration of facility and services

_____ Sanitation services for emergency facilities

_____ Maintaining adequate water supply after shutdown for drinking, firefighting, decontamination, and sanitation

Emergency Information

Does your plan or checklist have provisions for:

_____ Assigning responsibility to assure that all employees understand the warning alarms, receive general instructions on what to do in an emergency, and know where to go and how to get to their shelter areas and/or disaster stations?

_____ Preparing emergency employee guidance material based on all hazards affecting the company?

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_____ Distributing emergency information materials to employees?

_____ Disseminating emergency information and instruction routes, etc., on bulletin boards and other prominent areas of the building?

_____ Providing special instructions to any key workers expected to continue operations on their roles, including information about provisions made for their safety and that of their families?

_____ Including emergency response activities on the agenda of regularly scheduled meetings for supervisory staffs?

_____ Ensuring supervisors meet regularly with their staffs to discuss the provisions of the emergency management plan?

_____ Providing routine briefings for all employees when they first enter the company to acquaint them with the emergency management plan and the response roles they will be expected to assume?

_____ Scheduling general training in safety measures for all employees and specific response action training for all response team members on a regular basis?

_____ Designating an information officer to act as official point of contact during an emergency?

_____ Assigning the responsibility of spokesperson for all contacts with the news media?

_____ Providing an established procedure for authenticating all sources of information received and verifying such information for accuracy?

_____ Providing rumor control?

Administration and Logistics

Does your plan or checklist have provisions for:

_____ Assuring review and written concurrence from all company departments assigned emergency responsibilities?

_____ Assuring approval and promulgation by the chief executive of the company?

_____ Specifying the approval date?

_____ Identifying the office or individual (by job title) who is responsible for maintaining (review/update) the plan and for ensuring that necessary changes and revisions are prepared, coordinated, published, and distributed?

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_____ Updating, as necessary, based on deficiencies identified through drills and exercises, changes in organizational structure, technological changes, etc.?

_____ Developing and maintaining a resource inventory listing that includes source and quality? (This listing should include lighting, first aid, medical, firefighting, and other basic emergency response support equipment.)

_____ Statements identifying additional emergency resource requirements for personnel, equipment, and supplies?

_____ Readily locating specific subjects in the plan or checklist through a table of contents and, if feasible, an index?

_____ Training response staff and specialized teams to carry out emergency functions?

_____ Reviewing those portions of the plan or checklist actually implemented in an emergency event or in an exercise to determine whether revisions can be made to improve disaster response and recovery operations?

Recovery Planning

Does your plan have provision for:

_____ Identification of the time sensitivity of business functions and their maximum allowable downtime

_____ Identification of critical business units and support units

_____ Use of a Business Impact Analysis, including periodic review

_____ A policy statement/mission statement/charter issued and signed by a senior executive

_____ Re-establishing time sensitive functions within their maximum allowable downtime

_____ Establishing when, where, and how these operations will be continued

_____ Identifying the employees who will continue the required Operations

_____ Identifying and designating lodging facilities for employees, where necessary

_____ Arranging transportation for employees to alternate/backup sites or other locations that will be used to maintain services/product delivery

_____ Supplying employees with food, water, and other essential needs

_____ Establishing and equipping an Emergency Operations Center

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_____ Consigning resources, skilled work force, equipment, and material to backup/alternate sites or other locations to be used to maintain services/products delivery

_____ Informing employees of the organization's recovery plans, their roles and responsibilities, and the resources that will be provided

_____ Establishing a recovery management team

_____ Establishing specific recovery function teams and/or individuals with specific recovery functions

_____ Detailing specific procedures and tasks for both department and recovery function teams

_____ Establishing notification procedures

_____ Clearly defined procedure for declaring a disaster and activating the plan

_____ Creation of a recovery information database

_____ Maintaining critical supplies off site if they cannot be obtained with the required time frames to support the recovery

_____ Establishment of a vital records program including back up and offsite storage

_____ Liaison with senior management during the recovery process

_____ Crisis communication plan and procedures, including designated spokespersons

_____ Continuity with other existing crisis management plans and emergency response procedures

_____ Identification and use of salvage/restoration companies

_____ Training and orientation for new employees

_____ Procedures to maintain and update the plan on a periodic basis

_____ Testing program

_____ Procedures to control the distribution and security of the plan document

_____ Inclusion of recovery planning considerations as part of the organization's strategic planning and new product/service development procedures

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WEBSITES

<http://www.ready.gov>

<http://www.dhs.gov/files/programs/preparedness.shtm>

<http://www.fema.gov> FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

<http://www.fema.gov/plan/index.shtm>

<http://www.redcross.org>

<http://www.hhs.gov/disasters>

<http://www.nhc.noaa.gov/HAW2/english/action.shtml> Hurricane Preparedness

<http://72hours.org>

<http://www.cdc.gov>

<http://www.osha.gov/SLTC/etools/evacuation/index.html>

<http://www.txdps.state.tx.us/dem/pages>

<http://www.emergencyemail.org> Provides notification to citizens of local, regional, national and international emergencies utilizing the Internet and electronic mail (email) in a secure and expedient manner