D&D TECH SYSTEMS, INC.

EMERGENCY RESPONSE PLAN

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General Information

> Emergency Plan Change Management Log

Emergency Response Plan Change Management Log
The contents of this plan have been reviewed and where necessary, augmented, modified, changed, or updated on the dates shown below:

- Emergency Response Plan – Change Management Log
- This Emergency Response Plan was updated on 1/24/2014
- The update was reviewed and approved by: D&D Tech Systems, Inc. Quality & HS Manager Sample Illustration

General Information

> Mission Statement

Our Mission Statement

- Our organization has, as its top priority, the health and safety of all our employees, our clients/customers, partners and others who entrust their care to us when visiting our facility.
- Our organization recognizes its responsibility to safeguard the physical and intellectual assets that form the basis of our organization. To this end, elements of this Emergency Response Plan (ERP) are designed to ensure the safety and protection of these assets.
- Our organization has an obligation to stay in business and minimize the impact of any disruption on operations

General Information

> Methodology

Emergency Response Plan Methodology

- Drawing on best practices, our organization will utilize an incident response system that draws on command and control techniques used nationwide to manage, contain, and control crisis situations.
- For incidents that qualify as emergencies, this plan specifies when and how to engage with public officials and public safety agencies.

General Information

> Management Support: Option 1 (Senior Management Statement of Support)

Statement of Management Support

I fully support the procedures and strategies expressed in this Emergency Response Plan. Regards,

Raul Diaz

President
D&D **Tech Systems, Inc.**

General Information

> Management Support: Option 2 (Memorandum of Support to Employees)

Statement of Management Support

TO: All Employees
FROM: Luis Diaz
RE: Emergency Response Plan

I am writing this memorandum to express my full support for the procedures and strategies expressed in this Emergency Response Plan.

Disruptions are inevitable and are often due to circumstances beyond our control. We are all aware of the problems that the wide-scale loss of electrical power, interruptions of Internet connectivity, structural and road damage, and other issues that can occur as a result of natural hazards, man-caused events, or accidents. However, regardless of the cause, we have an obligation to our stakeholders, business partners, and clients to do all we can to operate in an efficient and reliable manner, even in the face of a catastrophe. This Emergency Response Plan is an essential part of our continuity of operations strategy for keeping people and the business safe during and immediately after a major disruption.

I have discussed this plan with our D&D Tech Systems, Inc. Incident Response Team and am confident that by following these procedures we can substantially reduce the impact to our operation. I urge each of you to become familiar with this plan. Please read it with a critical eye and make suggestions on how to improve it. Life changes and so must we. No plan is perfect. This is why I also endorse periodic testing of the procedures discussed here. The time to discover any oversights or shortcomings is before we need to put the plan into action.

Thank you for your professionalism and continued support of our vital mission.

General Information

> Management Support: Option 3

(Statement of Support from Management Group)

Statement of Management Support

We the undersigned have reviewed this plan and support the strategies, recommendations, and guidance expressed in this Emergency Response Plan.

Management Support

NAME	TITLE	DATE
Raul Diaz	President	6/28/2013
Luis Diaz	Vice President	6/28/2013
Manuel Zapata	Quality & HS Mgr.	6/28/2013

General Information

> Notice to the Employees about this Emergency Response Plan

Notice to the Reader

TO: All Employees
RE: Our Emergency Response Plan

This document contains advice and guidance information that will be useful to D&D Tech Systems, Inc. personnel in the evident of a serious or major disruption.

Reviewing and testing the effectiveness of the policies and procedures outlined in this plan at least annually is Strongly recommended. Additionally, any changes to the property, plant or equipment used by our organization should trigger a plan update and review.

Disasters are unpredictable and do not follow established patterns. For this reason, decisions on the proper course of action must be left up to the Incident Response Team and onsite management.

Should you have any questions or suggestions, do not hesitate to contact the Incident Response Team or management.

General Information

> Introduction to the Emergency Response Plan

General Comments to the Reader

- Consisting of a collection of policies, procedures, checklists and forms; this plan is a useful tool for dealing with many possible emergencies.
- The contents of this Plan have been tailor by representatives of our team accordingly to the needs and unique circumstances of our organization.
- Included are specific procedures designed to help with the coordination of our response team and local public safety personnel (e.g., evacuation procedures to be followed in case of a fire).
- Other health and safety procedures include:
  - The Incident Response Team has reviewed local laws and other regulations for additional information and guidance on how best to protect our employees, their property, and our business.
  - Additional information on the nature and location of any hazardous materials located onsite is also clearly displayed and documented in this plan.
  - The location of special emergency response equipment such as fire extinguishers, eye wash stations, full body wash stations, Automated External Defibrillators, first aid kits, etc. are well marked.

General Information

Evacuation Policy

- Drawing on information published by the Occupational Safety and Health Administration (OSHA), we have developed the following procedures for dealing with an evacuation:

- When ordered to leave the building everyone will do so immediately. Do not stop to retrieve items such as laptops or pocketbooks.

- Evacuation routes (primary and secondary) will be clearly marked and floor plans showing the evacuation routes will be posted throughout the facility.

- Everyone will be notified of the location of the assembly area. If weather conditions dictate using an alternative assembly point, this will be made clear.

- All exits will be clearly marked according to local safety codes.

- Exit routes will be checked monthly to insure that they are not blocked or inoperative.

- Once at the assembly point, the Incident Commander, or designee(s), will take attendance and report these finding to the first responders.

- The Incident Commander, or designee(s), will report to the first responders any hazardous or dangerous materials stored onsite.

- If anyone is in need of special assistance in your work area, make sure that someone is tending to their needs.

General Information

> Basic Fire Fighting

Basic Fire Fighting and Rescue Intervention

- Employees and Incident Response Team members should not attempt to begin firefighting activities or other forms of rescue intervention unless they have been specifically trained in these areas.
- If a team member determines that a fire is too large to handle, they should wait for competent assistance. The Incident Response Team members should follow safety precautions at all times.

General Information

> Search and Rescue

Basic Search and Rescue

If asked to assist in a search and rescue operation, be aware of the following:

- Report to the assembly point. If first on scene, begin a sign in sheet for other responders. If a team is already assembled, report for a briefing and assignment.
- Begin to interview any witnesses. Obtain a description of the missing individual(s), including details on whether they have challenged access or functional needs; speak English, their age, and general physical condition.
- Try to obtain detailed information on the last place the person(s) were seen and any thoughts on where they might have tried to move to because of the emergency.
- Create a quick briefing summary and share this with others as they arrive.
- Attempt to secure a floor plan or map of the area.
- Ensure that you have appropriate clothing, communication equipment, first aid kits, and supplies for the search.
- Stay in close and constant communication with other searchers.
- Follow a search plan that is well known to others.
- Follow the orders and directions of trained personnel who may arrive and assume command of the situation.

General Information

> Medical Emergencies

Dealing with Medical Emergencies

- If an injury occurs or one or more individuals become ill, first assess the situation to determine the nature and extent of the situation. If it is a minor incident, assist the victim while seeking professional medical assistance. In the case of a life-threatening situation, stay calm and notify the D&D Tech Systems, Inc. Incident Command Team and emergency services. Do not take action if it places you in danger.
- When asking for assistance, be prepared to give your exact location, nature of the incident/injury, your name, the victim's name if known, and any other information requested of you.
- If you have first aid training, administer it according to your training. For example, check breathing, stop bleeding if possible while protecting yourself from body fluids, and solicit additional help from others in the immediate area.
- After emergency medical services personnel arrive, collect your thoughts and prepare a report for management detailing what happened, when it happened, and any other information that you deem relevant. If you feel distressed, notify your manager that you would like to seek counseling support.

General Information

> Facility Emergency Response Policy

Facility Emergency Response Policy

- A current floor plan of the facility is appended to this emergency response plan for reference as needed. The location of all shutoff switches and emergency stop buttons are identified on the appended floor plan of our facility.
- Designated members of the emergency response plan have responsibility for shut down operations in the event of an emergency. This responsibility includes checking to determine if these shutoff values have been closed
- An up-to-date list of the type, quantity, and location of any hazardous or explosive materials stored onsite is also appended to this plan.
- All exits have been inspected and found to be accessible as of the date of this plan.
- Simultaneously, all locks have been inspected and judged to be in good working order.
- Fences, other perimeter enclosures, and monitoring devices have been inspected and found to be in good working order as of the date of this plan.

General Information

> Situational Awareness

Situational Awareness

- Television, especially local channels and the Weather Channel can be very helpful when seeking information on a particular topic.
- Attention should be paid to public health announcements such as those warning of a pandemic flu, West Nile, or other infectious diseases.
- Any suspicious or dangerous activity in the area including sightings of dangerous animals or suspected gang activity is promptly reported to local law enforcement or animal control authorities.
- Severe weather can be tracked at several websites including:
  - http://www.noaa.gov
  - http://www.nhc.noaa.gov/
  - http://earthquake.usgs.gov/
  - http://spaceweather.com/
- When appropriate, this information should be shared with all personnel.

General Information

> Information Technology and Intellectual Property

Information Technology and Intellectual Property

In the event of a prolonged disruption, we will take the following steps to immediately restore our IT infrastructure:

- Retrieve backup files and begin rebuilding the data structure. These backups should be performed regularly.
- Determine if new computer systems are needed to replace any critical ones that were damaged.
- Retrieve all passwords and copies of software.
- Install all needed software patches to bring applications up to current revision level.
- Contact a local IT vendor to assist with restoring our systems.
- Reconnect to the Internet utilizing alternative sites or mobile connections if necessary.
- Ensure that our web presence and social media systems are current and active.
- Re-establish the organization's telecom network as soon as possible.

Chain of Command

> Plan Activation

When to Activate This Emergency Response Plan

- In case of any type of emergency, the individuals making the discovery should decide if they can safely render assistance. If not, move immediately to a safe location.
- Once in a safe position the individual should report the crisis to management. In the case of a criminal activity, fire or similar emergency, first call 911 and report your location, the nature of the emergency, and any other details that might be helpful.
- If you discover a medical emergency, report the incident to the Medical Emergency Response Team (MERT) after contacting 911. If the MERT team member arrives before emergency services, they will assess the situation and take all necessary action to manage the emergency.

Chain of Command

> Plan Activation Level

Determining an Incident Level
Our organization uses a multi-level system as shown below, to classify the severity of incident:

- Level 1: Minor, short duration or local incident. Minimal impact on operations.

- Level 2: Extended local incident. Moderate impact on operations.

- Level 3: Major incident. Significant impact on operations.

- Level 4: Catastrophic event.

Chain of Command

> Criteria for Establishing Severity Levels

Criteria for Establishing Security Levels

We utilize four factors to determine incident severity level:

- Was anyone severely injured or was the injury widespread? Any severe injury (death, loss of limb, hospitalization, etc.), warrants a Level 3 reaction.
- How widespread was the impact? For example, were multiple departments or facilities affected? Is relocation to an alternative facility required or can work resume at the original location? The detection of multiple cases of a disease, such as Swine Flu (H1N1), may qualify as a Level 3 incident.
- How long is the disruption projected to last? For example, incidents of less than four (4) hours are often classified as Level 1 events. Incidents that disrupt one or more full work shifts (i.e., eight hours or more) are a Level 2. Disruptions beyond this may justify a higher severity rating.
- Are additional resources needed to cope with the situation? For example, if staff needs to be dispatched from other duties to address an incident, this may qualify as a Level 2 through 4 incidents. The activation of an alternative worksite, a shift in purchasing to a secondary supply chain member, or the imposition of new procedures is a good indicator of the appropriate severity level.

Chain of Command

> Establishing the Incident Response Team

During a crisis there are many issues that must be dealt with quickly. One technique for managing the expected workload is to form an Incident Response Team, or IRT. This group may be called on at any time to respond to an emergency. Often, more than one individual is assigned to the team so as to ensure the availability of trained staff on short notice.

Often this team is organized according to a command and control model called the Incident Command System.

Used extensively throughout North America, the Incident Command System (ICS) an emergency response command structure used by both private companies and government agencies such as the police and fire departments. Having this type of response structure in place facilitates communication with public safety officials who will be familiar with this command structure and will have corresponding managers assigned to the various functions.

The following is a list of some of the more common IRT roles:

- **Role of the Incident Commander**

  The Incident Commander is responsible for front-line management of the incident, tactical planning and execution, determining whether outside assistance is needed, and for relaying requests for internal resources or outside assistance to other members of management or public sector responders such as the police and fire departments. Although the Incident Commander may consult with other individuals, it is imperative that all employees follow the decisions made by the Incident Commander. As necessary the Incident Commander will relinquish control to civil authorities.

- **Safety and Security Manager**
  The Safety and Security Manager is responsible for providing support services before, during and after an incident including: briefings, training, monitoring high-hazard areas, and the posting of appropriate information in high-visibility areas such as bulletin boards. This individual will ensure that after-incident reports are completed. This role is responsible for the security of property and other assets of the organization. This may necessitate dispatching an appropriately trained and equipped damage assessment team once the property has been released back to the organization and arranging for security after an incident. All activities should be coordinated and communicated to the Incident Commander and other members of the Incident Command team (IC team)

- **Operations Manager**
  The Operations Manager is responsible for setting after incident priorities, evaluating needs, managing the deployment of resources, and coordinating the operational activities of the other members of the IC team. All activities should be coordinated and communicated to the Incident Commander and other members of the Incident Command team (IC team).

- **Finance and Administration Manager**

During and immediately after the incident, the Finance and Administration Manager is responsible for collecting, coordinating, and managing all requests for external services and resources. In coordination with and under the direction of the Incident Commander, this role will establish a financial tracking system that records all resources expenditures. This role will deploy resources in coordination with the emergency response plan and priorities as established by the Incident Commander. This role will provide management and oversight as required or requested. All activities should be coordinated and communicated to the Incident Commander and other members of the Incident Command team (IC team).

- **Liaison Manager**

  The Liaison Manager is responsible for coordinating and sharing of information with and between responding entities, managing requests for aid from responding agencies, and briefing appropriate individuals on the incident. All activities should be coordinated and communicated to the Incident Commander and other members of the Incident Command team (IC team).

Chain of Command

> Establishing the Incident Command Structure

Establishing an Incident Command Structure

- Incident Command Structure

Title	Primary Contact	Secondary Contact
Incident Commander and Operation Manager	Luis Diaz	Raul Diaz
Safety and Secure Manager	Manuel Zapata	Luis Diaz
Finance, Administration and Liaison Manager	Raul Diaz	Luis Diaz
Volunteer	Frank Lara	Manuel Zapata

Chain of Command

> Managing the Incident Response Team

Incident Response Team

- As volunteers, members of the Ready Rating Business Incident Response Team may be asked at any time to assist in managing a crisis.
- Once activated, team members are responsible for assessing the extent of the emergency and coordinating an appropriate response. The Team is responsible for providing a continuous stream of information to those in charge of managing the situation.
- During the response phase they will report the effects of their mitigation efforts to management through the Incident Commander who oversees and manages the crisis.
- The Ready Rating Business Incident Response Team may also be asked to help with assembling information in response to insurance or legal inquires.
- During the recovery phase the Incident Response Team will assist as directed, in assessing damage and helping determine the type and amount of resources needed to return the organization to full operations as quickly as possible.
- Team members should be encouraged to continually train and exercise their skills including first aid, use of fire extinguishers, CPR/AED, facility shutdown procedures, evacuation procedures, basic search and rescue procedures, and psychological first aid.
- Team members should practice and be trained in providing assistance to any who may be injured or need assistance.

Supplies

> Supplies

This section covers having basic supplies on hand that are appropriate for emergency response.

- First Aid kits
- Replacement supplies can be found at the Red Cross Store at www.redcrossstore.org

Emergency Contact

> Crisis Notification Policy

Crisis Notification Policy

In a crisis, being able to communicate quickly and clearly is critical to a successful response.

- As soon as feasible, we will contact all employees, vendors and active clients and update them on the status of our operations.
- Use all means available to you, including email, social media (e.g., Twitter), phone calls, website notices, text messaging, etc.
- If there is a need to evacuate the facility or shelter-in-place, we will notify all those on site.

Emergency Contact

> Crisis Notification Contact List

Crisis Notification Contact List Policy
Below is a list of people who should be notified when our organization suffers a serious disruption. Where possible, we have listed an out-of-area number of a relative or friend who may be of assistance in helping locate an individual in the event of a wide-scale emergency. Management needs to decide who is responsible for placing these calls.
Emergency Contact List:

NAME	PHONE 1	PHONE 2	PHONE 3	EMAIL ADDRESS
Luis O. Diaz	832-622-8608			l.diaz@ddtechsystems.com
Frank Lara	832-647-8513	832-372-3071		larafrank24@gmail.com
Manuel Zapata	281-690-1473	281-690-1491		manuzapp@yahoo.com
Fernando Acosta	832-549-6118	832-305-3817		jeanferga@hotmail.com
Raul B. Diaz	713-534-4016			ddtechsystems@gmail.com

- Personnel Contact Points
    - Management Contacts
    - Key Vendors and Contractors
    - Damage and Restoration Services
- Emergency Services
    - Poison Control
    - Nearest Hospital
    - Fire Department
    - Police Department
    - Animal Control
    - Insurance Agent
    - Legal Services

Emergency Guidance

> Earthquakes – General Guidance

Dealing with Earthquakes – General Guidance

Remain calm and take the following steps during the earthquake:

- *DROP* to the floor onto your knees and make yourself small, where possible. The reason for this is to keep you from falling and to prevent injuries to your hands, feet, arms and legs.
- Take *COVER* under a nearby strong table or desk, if possible. This is to protect the parts of your body that are most vulnerable to serious injury (your head, neck and chest) from falling objects.
- *HOLD ON* to your cover until the earthquake's shaking stops. This is because your cover might move with the shaking of the earthquake. Holding on to your cover will help keep you protected.
- Be aware that fire alarms and sprinkler systems frequently go off in buildings during an earthquake, even if there is no fire.
- Expect and prepare for potential aftershocks. Each time you feel an aftershock, drop, cover and hold on.
- Do not attempt to evacuate from the building until it is safe to do so.
- Stay away from windows or tall cabinets that could fall.
- Be alert for damage and hazards as you evacuate. Avoid fallen wires or structurally damaged areas.
- Assist others as feasible and when no rescue personnel are present.
- Pay close attention to those who may need assistance especially the elderly, those with access challenges, functional needs and children.
- Do not use elevators.
- Meet at designated evacuation assembly area.
- Account for personnel and colleagues.
- Do not enter buildings until they are examined.
- Once outside, move at least 500 feet away from any structure while keeping the streets, fire lanes clear. Stay clear of hydrants and elevated walkways.
- If outdoors, stay away from buildings, utility poles, and other structures. Be alert to downed power lines.
- If in an automobile, stop as soon as possible in an open area away from buildings, power lines and trees.
- Remain in your vehicle for shelter.
- Await instructions, be patient, help others.

Emergency Guidance

> Earthquakes – Actions Following an Earthquake

Dealing with Earthquakes – Post Earthquake Actions

Following an earthquake, remain calm and prepare for aftershocks.

- If directed to evacuate, open doors carefully, watch for falling objects or exposed electrical lines, and be prepared for damaged stairways.
- Do not use the elevators.
- When safe, public safety officials, security or other personnel should conduct a search of the building for anyone who might be trapped or afraid to leave. If you are capable of assisting in this effort make this known to one of the public safety officials.
- If directed to evacuate, report to the evacuation assembly area until the building is declared safe.

Emergency Guidance

> Hurricanes and Tropical Storms

Hurricanes and Topical Storms – General Guidance
Once alerted to an oncoming storm take the following
steps:

- Monitor radio or television for emergency information. Listen to a NOAA Weather Radio or to commercial radio or television newscasts for the latest information.
- If you lose power use a hand crank or battery powered radio to keep up on the latest information.
- If in a high-rise building, be aware that winds are stronger at higher elevations.
- Avoid elevators.
- Lie on the floor under a sturdy table, desk, or other sturdy object for protection from broken windows or other debris.
- Be aware that if there is a lull, it could be the eye of the storm – winds may pick up again.

Emergency Guidance

> Severe Lightning Storms

Dealing with Severe Lightning Storms

At the onset of the storm, move indoors to sheltered area, remain calm and take the following steps:

- Follow the 30/30 Lightning Safety Rule: Once indoors, if after seeing lightning, you cannot count to 30 before hearing thunder, then stay indoors for 30 minutes after hearing the last clap of thunder.
- Use a hand-crank or battery-operated NOAA Weather Radio for updates from local officials.
- Avoid contact with corded phones. Use a corded telephone only for emergencies. Cordless and cellular telephones are safer to use, but avoid using any electric device, especially if it is corded.
- Unplug appliances and other electrical items, such as computers, and turn off air conditioners.
- Avoid contact with plumbing. Do not wash your hands and do not take a shower. Plumbing and bathroom fixtures can conduct electricity.
- Stay away from windows and doors and stay off porches.
- Do not lie on concrete floors and do not lean against concrete walls.
- Avoid natural lightning rods such as a tall, isolated tree in an open area.
- Avoid hilltops and open fields.
- If at the beach or on a boat on the water, move to a sheltered location as quickly as possible.
- If driving, try to safely exit the roadway and park. Stay in the vehicle and turn on emergency flashers until any heavy rain ends.
- Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.

Emergency Guidance

> Floods

Floods

Floods are one of the most common hazards in the United States, and can happen anywhere at any time. Rain storms or river flooding may not be the only precursor of a flood. Breakage of water lines, or damage sustained by dams or other water storage areas may result in the release of large amounts of water. Prepare for a flood by taking these steps:

- First, determine if your facility is located in a flood plain.
- Become familiar with community emergency plans and evacuation routes.
- Establish warning and evacuation procedures for your facility.
- If a flood is likely in your area:
  - Listen to the radio or television for information.
  - Flood Watch – Flooding is possible, be prepared to evacuate.
  - Flood Warning – Flooding is already occurring or will occur soon. Take precautions at once. Be prepared to move to higher ground.
  - Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground.
  - Be aware of stream, drainage channels, canyons and other areas known to flood suddenly. Flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain.
- If you must evacuate:
  - Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
  - Do not walk through moving water. Six inches of moving water can cause you to fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. 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 swept away quickly.

Emergency Guidance

> Power Outages and Loss of Utilities

Dealing with Power Failure and Loss of Utilities

Power outages and a loss of utilities is a common occurrence. Take these steps to mitigate the impact of the loss of these services.

- Remain calm. The outage may last more than a few minutes.
- If emergency lighting does not come on and it is dark, use a flashlight or your cell phone to provide lighting as you assess the situation and decide to stay or leave the facility. **Do not use candles for lighting.**
- If it seems that the outage will last for a prolonged period, unplug all electrical equipment, especially computers.
- Turn off all lights.
- If you are trapped in an elevator, stay calm. Use the emergency phone to notify rescue personnel of your location.
- If anyone else is trapped or injured, call 911 while you continue to reassure the others that help is on the way.

Emergency Guidance

> Downed Power Lines

Power Failure and Loss of Utilities
In the aftermath of a major storm, be aware of hazards presented by downed power lines. Take these steps to protect yourself and other personnel:

- If you see a power line on the ground, don't assume that it is not energized or that it is insulated.
- Stay at least 10 feet away from the wire and secure the area to keep others away, too.
- If you discover a low or fallen line, do the following:
    - Consider all wires energized and dangerous. Even lines that are de-energized could become energized at any time. Observe the minimum approach distance of 10 feet. Electricity from a live wire on the ground can travel through the ground, radiating outward from the contact point.
    - Do not attempt to remove a tree limb or other object from a power line. Electricity can travel through limbs, especially when they are wet. When cleaning up after the storm, make absolutely sure that no power lines are near before cutting or trimming damaged trees and removing debris from your property. If a broken power line should fall on your vehicle, stay inside the vehicle. Use your cell phone to call for help. If you do not have a cell phone, use your car horn to alert others of your predicament.
    - Be aware that the vehicle can become energized; you are safer remaining inside until help arrives. Warn others not to approach or touch the vehicle, and have them call for help.
    - Metal objects like fences and guardrails can also become energized if a downed power line contacts them.
    - If you MUST get out of the vehicle because of fire or other life-threatening hazards, jump clear of the vehicle so that you do not touch any part of it and the ground at the same time. Jump as far as possible away from the vehicle with both feet landing on the ground at the same time.
    - Once you clear the vehicle, shuffle away, with both feet on the ground, or hop away, with both feet landing on the ground at the same time. Do not run away from the vehicle as the electricity forms rings of different voltages. Running may cause your legs to "bridge" current from a higher ring to a lower voltage ring. This could result in a shock. Get a safe distance away.
    - If someone makes contact with a downed power line, do not try to rescue them because you risk becoming a victim yourself. Call 911 for help.

Emergency Guidance

> Fires

Dealing with a Fire

If you hear an alarm, never assume it is a false alarm – follow the specified evacuation procedures.

- If you see or receive a report of smoke or fire in the building, activate the nearest alarm box and/or dial 911 to report the fire.
- Follow the orders of your D&D Tech Systems, Inc. Incident Response Team, the public safety personnel or other designated authorities.
- Provide assistance if help is requested and practical.
- Close doors and windows but do not lock them.
- Leave by the nearest exit. First, feel the door and only open if it is cool to the touch.
- Never enter a room where there is smoke or fire.
- If you encounter smoke, crouch down, stay as low as possible, and breathe through a wet cloth.
- If trapped in a building, notify people of your position in whatever way you can.
- Place an article of clothing outside a window or underneath a door as a signal for the rescue crew.
- If smoke is present, move towards a window and open it unless there is smoke or flames nearby.
- Stay near the floor where the air will be less toxic.
- Shout out at intervals to alert rescue personnel of your locations.
- If your clothing catches fire, drop to the ground and roll to smother flames.
- If you see someone on fire, smother the flames with a blanket or other suitable item, and then drench them with water and seek immediate medical assistance.
- Use a portable fire extinguisher only if you have been trained, and only in the following conditions:
  - The fire is confined to a small area, and is not growing.
  - The room is not filled with smoke.
  - Everyone has exited the building.
  - The fire department has been called.
- Remember the word PASS when using a fire extinguisher:
  - **P**ull the pin and hold the extinguisher with the nozzle pointing away from you.
  - **A**im low. Point the extinguisher at the base of the fire.
  - **S**queeze the lever slowly and evenly.
  - **S**weep the nozzle from side to side.

Emergency Guidance

> Hazardous Materials Event

Dealing with a Hazardous Materials Event

If a hazardous material or chemical is released into the work environment, take the following steps:

- Without putting yourself in danger, attempt to contain the spill/release.
- Use a breathing apparatus and safety gear if available and if you have been trained in their use.
- Immediately report the incident to management or other workers and seek their assistance in evacuating the area.
- When reporting the incident, provide detailed information on the nature of the event including its exact location, extent, material(s) involved, your name, and the actions you have taken up to that point to manage the incident.
- If possible and safe, turn off any ignition source or gas supply. Often this can be done by using an emergency
- shutoff valve.
- If possible and safe, attempt to keep any hazardous material from reaching a drain.
- Avoid breathing vapors from the spilled material.
- Use an eyewash or safety shower as needed.
- If others have been contaminated, do what is possible and safe to help them avoid contact with others.
- If safe, remain in the area until released by an appropriate safety or medical authority.

Workplace Violence

In the event you are a victim of workplace violence or witness it, take these steps:

- If someone is threatening you with a gun, knife or other weapon:
    - Maintain eye contact and try to stall for time.
    - Keep talking, but follow instructions from the person with the weapon.
    - Do not risk harm to yourself or others. Never try to grab the weapon.
    - Watch for a chance to escape to a safe area.
- If you are confronted in the workplace:
    - Stay calm, listen attentively and ask the person to sit down.
    - Ask the person questions relevant to his or her complaint, such as, "What can I do to help you?"
    - Acknowledge the person's concerns and try to find solutions.
    - Do not stare but maintain eye contact.
    - Speak slowly, softly and clearly. Avoid being defensive.
    - Set ground rules/boundaries, such as, "When you shout at me I cannot understand what you are saying."
    - Signal a co-worker or supervisor that you need help by using a panic button or pre-determined code word or signal. Do not make any calls yourself. Have someone notify security or law enforcement officials.
    - Get yourself and others away from the potentially violent person.
    - Get out or hide. Evacuate the area.
    - If you are in immediate danger or see someone else in immediate danger, assess the situation and decide if you should stay or leave the area.

Emergency Guidance

> Active Shooter/Hostage Situation – Unseen Witness

Hostage Situation - Unseen Witness

If you are an unseen witness to a shooting or hostage situation:

- Do not intervene.
- Call 911 and provide as much detail as soon as possible to the dispatcher.
- Attempt to seal off the area and prevent others from walking into the situation.
- Report any other useful observations such as the number of people involved in the incident and their condition.

Emergency Guidance

> Active Shooter/Hostage Situation – If You Are a Hostage

Hostage Situation

If you are taken hostage:

- Avoid drastic action. Try to maintain a slow, calm pace.
- Do not become argumentative or hostile.
- If it is necessary to speak, ask for permission first. Maintain eye contact, but do not stare.
- Don't talk down to the captor; treat them with respect.
- If medication, first aid, or restroom privileges are needed, calmly say so and ask politely for their permission.
- Be observant so that you can provide details to the authorities after the event has concluded.

Emergency Guidance

> Labor Disputes and Civil Unrest

Labor Disputes and Civil Unrest

If the organization is the target of a labor dispute or will be affected by civil unrest:

- If you have notice of a coming labor action or fear civil unrest, increase your stock of inventory.
- Begin cross-training individuals on key functions.
- Explore alternative work sites.
- Explore re-engaging recently retired personnel and/or begin interviewing to develop an additional labor pool.
- Consider purchasing strike insurance.
- Seek legal advice to understand your options and possible remedies.