This sample plan should be customized to fit the needs of your company. This plan is not meant to be used as-is, but should be adjusted to reflect all identified emergency situations that your company may be exposed to.

**EMERGENCY RESPONSE PLAN**

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| --- | --- |
| **Date of Issue:** choose issue date | **Review Date:** choose date for review |
| **Written by:** person(s) who wrote document | **Date:** insert date written |
| **Reviewed by:** person(s) who reviewed | **Date:** insert date written |
| **Approved by:** person responsible for process | **Date:** insert date written |
| **Location:** insert location that this applies to – whole company or specific location |

   To report an emergency dial 911

Address: 123 Anywhere St., Anytown, ON

Major Intersection: Queen St. & King St.

**Know Your ABC’s**

• Attitude is everything. Stay calm. React quickly.

• Be prepared. Stay informed.

• Cooperate & follow instructions or take Control for your safety.

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| **IMPORTANT NUMBERS** |
| **External** |
| Fire Non‐emergency  | [insert phone number] |
| Police Non‐emergency | [insert phone number] |
| Ambulance Non‐emergency | [insert phone number] |
| Poison Information Centre | [insert phone number] |
| Local Hospital [insert name] | [insert phone number] |
| Ministry of Labour | [insert phone number] |
| Ministry of Environment  | [insert phone number] |
| **Internal** |
| Health & Safety Designate | [insert phone number] |
| Human Resources Designate | [insert phone number] |
| Facilities Designate | [insert phone number] |
| Public Relations/Communications Manager | [insert phone number] |
| Emergency Alerts (internal use only) | [insert phone number] |

EMERGENCY COMMAND STRUCTURE

[Insert diagram of command structure for your organization, with the Emergency Response Lead/Incident Commander at the top]

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| **DEFINITIONS** |
| Emergency Response Lead/Incident Commander | Staff person responsible for managing the company’s response to the emergency, including coordination with external emergency services |
| Emergency Services Representative | A representative from an external Emergency Services Agency such as fire, police, hydro, spill team |
| External Evacuation Situations | Emergency situations, which may require evacuation **outside** of the facility may include, but is not limited to: * Fire or Explosion
* Derailment of train
* Major structural failure/building collapse
* Bomb threat/sabotage
* Chemical spill, Gas release
* Loss of water supply
* Electrical power failure
* Earthquake
* Flooding
 |
| Shelter-in-Place | Situations requiring Shelter-in-Place in a location **inside** the facility including * Tornados/violent winds, power outage, etc.
* Active shooter either within the building or in the vicinity of the property
 |
| Situations that do not prompt an evacuation but call for pro-active measures | * Extreme weather (snow / ice storms)
* Pandemic / outbreak
 |
| Marshalling Area | A designated meeting area to verify all employees have evacuated |
| Senior Marshal  | Individual who co-ordinates the roll call results and reporting out to the Emergency Response Lead/Incident Commander to ensure safe evacuation of all employees, visitors, and contractors |
| Area Marshal | The department supervisors or designate who surveys a specific area, conducts the roll call for the area, and conveys roll call information to the Senior Marshal |
| Command Zone | Area identified for Emergency Response Lead/Incident Commander to meet other members of the Response Team, in order to coordinate response effectively |
| Emergency Response Team (ERT) | Team of specially trained staff who are available to extinguish small fires, shut down hazardous processes/systems, etc. |

**EVACUATION PROCEDURES FOR STAFF, VISITORS, AND CONTRACTORS:**

**FIRE AND/OR SMOKE**

**Upon Discovery of a Fire:**

* Leave the fire area and advise others of the emergency
* Sound the Fire Alarm using the safest, nearest pull station
* Leave the building using the safest, nearest exit, and gather at the marshalling area (map of marshalling areas in appendix)
* Call 9-1-1 and provide facility information (i.e. address) and nature of the emergency

**Upon Hearing the Fire/Evacuation Alarm**

* Leave the fire area and advise others of the emergency
* Leave the building using the safest, nearest exit, and gather at the marshalling area (map of marshalling areas in appendix)

**CAUTION!!!**

* IF YOU ENCOUNTER SMOKE – USE AN ALTERNATE EXIT
* REMAIN CALM
* EVACUATE IN AN ORDERLY FASHION USING THE NEAREST SAFE EXIT
* PROCEED TO THE MARSHALLING AREA
* DO NOT RE-ENTER FACILITY UNTIL INSTRUCTED TO DO SO BY THE SENIOR MARSHALL

**If you cannot leave your area or have returned to it because of fire or heavy smoke**:

* Remain in the area
* Close the door
* Unlock the door for possible entry of fire fighters
* Protect yourself from smoke, by crouching low to the floor
* Wait to be rescued
* Remain Calm

**EVACUATION PROCEDURES FOR EMERGENCY RESPONSE TEAM MEMBERS:**

**FIRE AND/OR SMOKE**

**Emergency Response Lead/Incident Commander**

* Evacuate following proper procedures, and head to designated command zone (map of command zone in appendix); bring the emergency response plans and call sheets with you, if it is safe to do so
* Ensure all roles are filled, and actions being carried out, including:
	+ - One individual to wait for Emergency Services Personnel at the entrance to the parking lot and direct the agency to the site of the emergency
		- Individuals to sweep the cars in the parking lot for employees on break and then monitor the entrances to the building, at a safe distance, to ensure no person re-enters building until approval is received from the emergency services agency
		- Individuals to monitor the entrances to the parking lots to prohibit any additional persons from entering the property and to maintain a clear access to the facility by the Emergency Services Personnel
* Liaise with external emergency responders, reporting any individuals that are not accounted for, and potential areas they may be located in the building
* Allow re-entry once approval has been received from the external emergency responders
* Initiate the Business Continuity Plan as needed, to resume normal operations
* Once emergency is over, complete all necessary incident reports and submit to the Health & Safety Designate
* Identify for Facilities Designate any equipment used during response, in order to ensure they are replenished

**Emergency Procedures for the Senior Marshal – Upon Hearing the Fire Alarm**

* Sweep your designated area and close all doors as you exit
* Gather at the command zone, and coordinate with Area Marshalls as they check in with their roll calls
* Notify the Emergency Response Lead/Incident Commander of results of roll call by the Area Marshalls, and indicate any individuals not accounted for
* Provide assistance to the Emergency Response Lead/Incident Commander, as required

**Emergency Procedures for the Area Marshal – Upon Hearing the Fire Alarm**

* Sweep your designated area and close all doors as you exit
* Head to the marshalling area, and conduct a roll call to ensure everyone has evacuated safely
* Make note of any individuals missing, as well as any injuries that require assistance; if there are injuries, insure that First Aid Responders are available to assist until Emergency Responders arrive
* Once all information is gathered, contact the Senior Marshall (by going to command zone or calling), and pass on all information
* Notify all evacuees when it is safe to re-enter, as instructed by the Senior Marshall and/or Emergency Response Lead/Incident Commander

**Emergency Procedures for the Emergency Response Team**

* Gather all response equipment required, and attend to emergency scene
* If safe to do so, extinguish fire; if it is not safe, evacuate the building
* Following pre-determined procedures, begin the safe shut down of all identified hazardous processes/systems
* If it is not possible or safe to shut down a process/system, evacuate to the command zone, and notify the Emergency Response Lead/Incident Commander of status of shut down

**EVACUATION PROCEDURES FOR STAFF, VISITORS, AND CONTRACTORS:**

**BOMB THREAT**

**Bomb threat by Phone:**

* Remain calm
* Keep the caller on the line as long as possible to collect as much information as possible:
	1. What is the gender of caller?
	2. What emotional state can you hear in their voice?
	3. Can you hear any background noise?
* As the caller the following questions, if possible:
	1. Where are you calling from?
	2. Why are you doing this?
	3. What is your name?
* Signal to a co-worker to notify your supervisor of the situation or notify your supervisor as soon as the caller hangs up
* If the threat was left on your voice mail, do not erase, and immediately contact your supervisor
* Once the call is over, sit down in a quiet area by yourself, and write down everything you remember about it
* Do not touch any suspicious-looking or unknown package. Get away from the package and instruct others not to go near it

**Bomb threat by Mail:**

* Remain calm
* Put the letter or package down immediately, and cordon off the area where it is
* Notify your supervisor immediately so that they can call 911 and notify the Emergency Response Lead/Incident Commander
* Do not allow anyone to handle the letter or package

**Bomb threat by E-Mail:**

* Remain calm.
* Do not close your email.
* Notify your supervisor immediately so that they can call 911 and notify the Emergency Response Lead/Incident Commander
* Supervisors will call 911 and contact the Emergency Response Lead/Incident Commander immediately
* The Emergency Response Lead/Incident Commander will ensure proper procedures are followed:
	+ If it is called in, the employee who took the call is situated in a quiet place with paper and pen to write down everything they remember
	+ If it is a letter or package, the area has been evacuated and cordoned off
* Notify necessary staff, such as HR and senior leadership, and initiate Business Continuity Plans
* Once Emergency Services have arrived, follow all instructions given by the Emergency Services Representative, relaying to other staff, as required and appropriate
* If evacuation is required, follow the Evacuation Procedures for Fire and Smoke
* Once emergency is over, complete all necessary incident reports, and submit to Health & Safety Designate

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| **CHANGES TRACKING** |
| **DETAILS OF CHANGES** | **DATE CHANGED** |
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