



Section GS-13

Emergency Action Plan

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Scope and Objective of Plan

This plan identifies the potential emergency situations that could occur in ARAMARK operations. The intent of this Emergency Action Plan (hereinafter referred to as EAP) is to prepare for such emergency situations and provide for effective emergency response.

This plan is only designed to address emergencies associated within our service operations and it is envisioned that this plan will be used in conjunction with the Building Owner’s Emergency Action Plan. Examples of emergencies that would require the use of Building Owners EAP include, but are not limited to, fires, severe weather events (high winds, flooding etc), civil disturbances, bomb threats, etc.

This plan assumes that the structures in which ARAMARK is operating are designed and constructed in accordance with basic international fire safety standards and that common incipient fire controls, such as fire extinguishers, sprinkler systems, smoke/heat detectors, and central alarm systems are in place and functioning.

The intent of this plan is to prepare for emergency situations and provide for effective emergency response and includes emergency response procedures to be followed during any emergency situation that is within our scope of services or within our control. It is anticipated that managers and supervisors are familiar with ARAMARK emergency action plan and are aware of the requirements to be followed during an emergency.

GENERAL GUIDELINES AND PRIORITIES

During an emergency at this facility the following priorities, in order, should be followed:

- Life safety
- Property protection
- Prevention of business interruption

At no time should anyone’s safety be compromised in an effort to save property or to prevent a business interruption.

As stated above, life safety is always the top priority in a fire or any other emergency and the following guidelines should be followed:

- Fire prevention and emergency response procedures shall be included in the safety orientation training of all employees.
- Safe paths shall be maintained inside facilities from all ARAMARK occupied locations to safe refuge areas outside the building for use in case of an emergency that requires evacuation.
- Clear and unobstructed access to fire detection, alarms, and fire suppression equipment shall be maintained inside ARAMARK controlled areas of the facilities.
- Clear and unobstructed access for firefighters shall be maintained. All fire lanes will be clearly marked.
- This Emergency Action Plan will be made available to all interested parties upon request.

Applicability

- This plan applies to all ARAMARK personnel and those visitors and contractors under the direct responsibility of ARAMARK at this site. The intent of the plan is to have one common plan with common procedures that personnel will be familiar with for emergency preparation and during emergencies.
- ARAMARK management shall implement this plan and maintain a copy of the written program and all required documentation.

Business hours are generally ___ days a week and operating from ___ AM to ___ PM local time.

Responsibilities

DEPARTMENT MANAGER

- Review of this EAP and becoming familiar with all applicable emergency procedures.
- Implementation of emergency procedures that apply to their areas/scope of services at this facility;
- Accounting for all ARAMARK employees under his/her control at the designated gathering point;
- Following the proper notification procedures to Building Security, ARAMARK team and others, as required in the event of an emergency;
- Coordinating with and participating in required drill events planned by building security/owner;
- Conducting safety observations and correcting identified hazards within ARAMARK control that could create emergencies.
- Reviewing and understanding the contents of the Emergency Action Plan prepared by building owner.
- Ensure that all facility personnel, contractors, and visitors have reviewed, and are familiar with, their responsibilities as presented in this plan.

EMPLOYEES

- All employees are responsible for complying with each provision of this program and the site's emergency procedures.
- All employees are required to promptly report any conditions that could adversely affect life safety in an emergency to the appropriate manager.
- All employees are required to follow safe work practices in their day to day operations.

Emergency Evacuation Procedures

Evacuation Response

There are two basic evacuations or responses that may be required.

Full Evacuation

A full evacuation may be necessary as a result of our activities or activities outside our control. A full evacuation is considered when the entire facility is affected and the safety of personnel in multiple areas is at risk. All personnel are required to leave the building and go directly to their designated evacuation gathering point.

Shelter in Place

Shelter-in-place is a safety method used to house personnel in a building or room to protect them from an outside source such as chemical release or severe weather conditions. The general guidelines, personnel roles and responsibilities for shelter-in-place are similar to those discussed above for a full evacuation. The basic shelter-in-place guidelines are provided below:

- The announcement for shelter-in-place will be broadcast via verbal announcement and alarm.
- Personnel will gather at their predetermined location in the building or outside the building, as warranted by the emergency situation.

Evacuation Announcement

- If the decision is made to evacuate, a clear announcement must accompany the alarms.

Evacuation Lead

Upon hearing the sound of the alarm or notification of an emergency, evacuation lead (ARAMARK-Department managers or designate) are expected to perform the duties, once these duties are complete, they shall assemble at the evacuation gathering point and be counted.

- Take absolutely no risk to their own safety
- Walk the area they have been assigned in an orderly fashion
- Shut doors behind them
- Ask that personnel leave the space (do not wait for personnel to leave, move on)
- Acknowledge any unsafe conditions in their area
- Report to the evacuation gathering point and report to their supervisors on head count with the “head count checklist” for their area

Head count and Accountability

Each person is responsible to account for themselves at the gathering point. Once at the gathering point they are to:

- Remain calm and quiet while at gathering point.
- Provide information of any unaccounted personnel to their supervisor/manager.
- Stay at the gathering area until provided an all clear.
- Stay in the area and do not stray from the area (such as towards vehicles) unless allowed by the Manager (extreme weather).
- Report any information to your Supervisor/Manager if have knowledge of emergency.

Special Needs Assistance

Special Needs personnel shall have assistance dedicated to assist in the evacuation. Each department is responsible for identifying those personnel with special needs and providing the manager with the name of the person and the name of the primary and secondary person(s) to assist in the evacuation.

All Clear/Return to Work Procedures

Only building security/owner can establish an “all clear” which means the emergency is over. The Manager will be provided instruction from the building authorities as to the extent of damage and whether personnel can re-enter the building.

Personnel must closely listen to instructions, as it is possible that any fire or damage to the building will limit access and require special instructions for re-entry.

Communication During Emergencies

Public Announcement System

Speakers and alarms are located throughout designated areas. During drills, supervisors are required to assist in the effectiveness of the warning system (volume, etc.). After the emergency has been controlled and during the Post Incident Critique, report any deficiencies to the Manager

Incident Communication

The ARAMARK Manager is required to contact building security team of any incident that requires evacuation of the building. A telephone call is required as soon as practical in which the response to the incident is not compromised.

Fire Emergencies

Fire Emergency Procedure

If you see a fire or smoke, or if you smell smoke, complete the following steps:

1. Activate the fire pull station to activate alarms and begin the building evacuation process. Pull stations are located near exit stairways and/or building exits.
2. Report the fire to your Supervisor/Manager and provide the following information:
 - Area name
 - Approximate location of the fire
 - Size and type of fire
 - Your name
3. The Supervisor will report the information to Security or the Manager who will call the Fire Company at “_____” to report the fire. They will provide the same information as listed above.
4. Exit the building by following posted evacuation routes using stairs only. Do not use elevators during an emergency.

Gas Leaks

If you smell a gas leak:

- Inform all personnel in the immediate area to leave immediately.
- Inform your supervisor/manager or call security immediately.
- An alarm and an announcement will be made to evacuate the area. Full evacuation is mandatory for a gas leak.
- Only Fire Department personnel are authorized to mitigate and respond to gas leaks. Follow evacuation procedures as outlined in Section 4.

Medical Emergencies

Medical emergencies are divided into three types: minor, non-critical and trauma/critical. Minor medical emergencies apply to injuries that can be treated by properly trained personnel using basic first aid (FA) or cardiopulmonary resuscitation (CPR) techniques. Minor medical injuries can be treated as in the interim until emergency medical technicians arrive. However it is the discretion of the employee whether they will administer FA/CPR based on their training and comfort level.

Contacting Procedure:

Personnel are required to call their site Supervisor or Manager as indicated on the posted list of emergency numbers.

Information for Emergency Support Services:

- Identify yourself
- Type of emergency
- Number of victim(s)
- Location of victim(s)
- Condition of victim(s)
- Nearest door to victim(s)
- Details of injury
- Let dispatcher hang up first.

Steps during Medical Emergencies

- Step 1: Determine if the victim(s) can be treated using minor first aid in the interim before emergency medical technicians arrive
- Step 2: Contact Building Security indicating location of the victim
- Step 3: Keep the victim still and comfortable
- Step 4: Apply minor first aid if appropriate. Do not attempt any first aid beyond the level of training or familiarity with the attention needed.
- Step 5: Get copies of MSDSs to give to the emergency medical technician if the victim was exposed to a known toxic material
- Step 6: Stay with the victim until emergency medical personnel arrive

**Under no circumstances will an employee of ARAMARK be transported to an emergency facility in a company or personal vehicle. Emergency services shall be called and their vehicles should be used as the transport vehicle.

Bomb Threat and Acts of Terrorism

In the event of a bomb threat, the Building Owners plan will take precedence and will be activated and you are required to follow all instructions. It is most important that you remain calm and follow all directions of your supervisor/manager.

Do not use a cellular phone during a bomb threat! It could detonate a bomb.

Though unlikely, if an ARAMARK Manager or employee receives a bomb threat then the following procedure should be followed:

Bomb Threat Procedures:

- Keep the caller on the line as long as possible. Ask the individual to repeat the message and try to record every word he/she says.
- Pay attention to background noises, such as:
 - Motors running
 - Music playing
 - Noises that provide clues to the caller's location
 - Listen closely to the caller's voice (male, female) and voice quality (loud, soft), manner (calm, angry), accents or speech impediments.
- Report this information immediately to Building Security, as indicated on the posted list of emergency numbers.
- Use of Mutual Outside Aide
- The responding agency, most likely local Fire and Police, will initiate a search for the bomb immediately, and will continue until relieved by police or until the Emergency Coordinator orders all searchers to evacuate.

Acts of Terrorism:

- Distance yourself from the location of the incident and seek shelter as soon as possible.
- Follow instructions from Building Security/Safety personnel.
- Notify supervisor and seek medical attention as soon as possible for any injuries or if believe you were exposed to a contaminating agent.

Civil Disorder

- Management will notify building security, as indicated on the posted list of emergency numbers.
- Stay in touch with official information.
- Continue inasmuch as possible with the normal routine. If the disturbance is outside, stay away from doors and windows.
- Do not interfere with those persons creating the disturbance or with authorities on the scene.
- If necessary, secure resources to protect them from damage.

Threats, Fights, and Acts of Violence

All employees have the responsibility to report to their supervisor any acts or threats of violence or harm. Based on the significance and credibility of the threat, Management shall report to Building Security, as indicated on the posted list of emergency numbers

Weather-Related Emergencies

Earthquake:

In the event of an earthquake and/or structural failure, there will be very little, if any, warning time in which to react. All occupants—employees, contractors, and visitors—should take the following actions:

- If you are inside, take cover and protect yourself immediately by going under the nearest table, desk or against an interior wall, and protect your head and neck with your arms.
- Stay clear of windows, hanging objects, mirrors, or shelves where objects may fall.
- Hold on to furniture that covers you and protect your head and neck until the shaking stops.
- During the tremors, do not attempt to exit the building. Most fatalities occur when people fail to take cover.
- When tremors have stopped, evacuate immediately. Damage to the structure is likely.
- Follow the building evacuation plan for safe exit path and gathering points
- No person will be allowed to enter a damaged building until the _____ authority gives approval to reenter the structure.

Tornado/High Winds

Although _____ is not known to have tornados, it is possible that high winds may cause potential emergencies. Provided below are some characteristics of tornados and some general guidelines

- Characteristics of tornados
 - Tornado weather can be hot, sticky days with southerly winds and a threatening, ominous sky. Thunderstorm clouds are usually present.
 - An hour or two before a tornado, top-heavy clouds appear. The clouds often have a greenish-black color.
 - Rain and hail may precede the tornado, and heavy rainfall may also occur after it has passed.
 - Tornadoes, in most cases, move from a westerly direction, usually from the southwest.
 - Tornadoes travel about 25 to 40 miles per hour with wind speed estimated as high as 500 miles per hour within the tornado.
- Response procedures
 - In the event a tornado approaches our facility, remain inside and stay away from doors and windows.
 - Call your Manager or building security team to report it as soon as it is safe to do so.
 - Do not open doors (or car windows) because winds entering the building (or your car) can be extremely dangerous and can cause extensive damage.
 - Retreat to your designated shelter area.
 - The Emergency Coordinator will listen to the radio for the latest tornado advisory information.

Flood

- The following steps will be taken in advance of the storm, if possible:
 - Move all items stored outside to an inside location or secure them as well as possible as far from the building as possible.
 - Try to arrange inside storage away from doors and windows, and maintain aisles and passageways between stored materials if at all possible.
 - If possible, seal bottoms of doors against entry of water and reinforce doors that may be subject to high winds or water.

Flash Floods

- Floods Can Take Several Hours to Days to Develop
 - If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood.
 - Listen to local radio or any alerts provided for flood information.
 - A flood WATCH means a flood is possible in your area.
 - A flood WARNING means flooding is already occurring or will occur soon in your area.
- Flash Floods Can Take Only a Few Minutes to a Few Hours to Develop
 - A flash flood WATCH means flash flooding is possible in your area.
 - A flash flood WARNING means a flash flood is occurring or will occur very soon.
- When a Flood WATCH Is Issued . . .
 - Bring materials in from the outside that could float.
 - Shut all doors and windows.
- When a Flood WARNING Is Issued . . .
 - Listen to local radio or weather radios for information. If told to evacuate, the manager will require an evacuation.
- When a Flash Flood WATCH Is Issued . . .
 - Be alert to signs of flash flooding and be ready to evacuate on a moment's notice.
- When a Flash Flood WARNING Is Issued . . .
 - Or if you think it has already started, evacuate immediately. You may have only seconds to escape. Act quickly!
 - All personnel will be required to move to the safe area of the building.
 - Personnel should not drive off site with vehicles.

Lightning

- Sight and hearing are not reliable indicators of the proximity of lightning. Whenever there are thunderstorms in the area, personnel shall not work outside or in areas where a lightning strike may occur.
1. **Seek cover immediately** in protected buildings, or, if necessary, in an enclosed vehicle.
 2. **Avoid hazardous areas:** near antennas, transmission lines, substations, trees, tall projecting objects, open fields, open water, beaches or piers, large equipment, etc.
 3. **Do not touch conductive objects** such as metal fences or rails.

Training and Drills

New Employee Orientation

- All employees will be trained concerning emergency action procedures during new employee orientation training.
- Additional training will be provided whenever procedures change.
- Training will be conducted by the site training department using lecture, discussion, videotape or computer-based training or any combination thereof.

Training Topics

- The training will cover the following topics:
 - ARAMARK contents of the EAP
 - The parts of the EAP the employee must know to protect himself/herself in the event of an emergency
- All training documentation must include, date, instructor, topics covered and names of attendees

Emergency Drills

All drills and exercises of the plan, if required, will be coordinated with Building Oversight team. If required the results may be documented and any problems that were encountered, along with recommendations for plan modifications.

Record keeping

- Group and individual records of training shall be maintained. Orientation training records shall be maintained in the project files.
- Post Emergency Numbers permanently and conspicuously where employees gather.
- Post Emergency Evacuation plans conspicuously in each designated area of the building.
- Post Area/Site Maps showing emergency routes/nearest exits in areas of work, where employees gather, and in offices, if permitted.

Post-Incident Critique

After every actual emergency response involving activation of the Emergency Action Plan, the Manager will conduct a post-incident critique with team members to evaluate the response, critique the timeliness and effectiveness of the procedures used, and record any suggested improvements for implementation.

Forms

Table 1- Emergency Forms and Lists

| Name | Purpose | Responsible Person | Timeline |
|----------------------------------|--|------------------------------|---------------------|
| Emergency Team List | Current list of internal emergency team members and telephone numbers | EC ¹ | Continuous |
| Bomb Threat Checklist | Document bomb threat caller information | Person who receives the call | During an emergency |
| Head Count Accountability Form | List of all employees on site | Evacuation Warden | Pre-emergency |
| Exercise Evaluation Form | Document exercise/drills and identify items that need to be addressed. | EC | Pre-Emergency |
| Authorized CPR/FA personnel List | Documentation of current and approved CPR/FA providers | EC | Pre-Emergency |
| Facility EAP Support Team | Names of wardens, coordinators, head count personnel (including primary and secondary personnel) | EC | Pre-Emergency |

¹Emergency Coordinator or designee

The following forms are included as attachments to this program.

| Name | Description |
|--------------------|--------------------------------------|
| Emergency Numbers | Poster to be completed and displayed |
| Bomb Threat Report | Form to document bomb threat |