

# Emergency Response Plan

**MINISTRY OF FOREIGN AFFAIRS AND TOURISM**

**DEPARTMENT OF TOURISM**

**RISK MANAGEMENT**

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**Emergency Response Plan –Template - For large businesses**

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[DATE]

[COMPANY NAME]

[Company address]

# Emergency Response Plan

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Company Name

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Address

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Telephone

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Contact Name

Title

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Last Revision Date

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## Policy and Organizational Statements

### *Guidelines*

Identify the goals and objectives for the emergency response plan.

Define what your emergency response team is expected to do during an emergency (e.g., evacuate employees and visitors, provide first aid, etc.)

Identify any regulations covered by your plan (e.g., OSHA, fire code, etc.)

## Evacuation Plan

### *Guidelines*

Evacuation may be required if there is a fire in the building or other disaster incidents (e.g., Tsunamis Waves, heavy flooding, including flash floods land or rock slides etc..) The evacuation team will direct the evacuation of the building and account for all employees and visitors (guests) outside at a safe location.

Employees will be warned to evacuate the building using the following system:	
Employees should assemble at the following location for accounting by the evacuation team:	

(Post a map showing the location(s) in a conspicuous location for all employees and visitors (guests) to see

# Emergency Response Plan

Person who will bring the employee roster and visitors' (guests) log to the evacuation assembly area to account for all evacuees. The evacuation team leader will be informed if anyone is missing or injured.	
<b>Evacuation Team</b>	<b>Name / Location</b>
<b>Evacuation Team Leader</b>	
<b>Floor Wardens (one for each floor)</b>	
<b>Searchers (one per floor)</b>	
<b>Stairwell and Elevator Monitors</b>	
<b>Aides for Persons with Disabilities</b>	
<b>Assembly Area Monitors (account for evacuees at the assembly area and inform incident commander if anyone is missing or injured)</b>	

## Severe Weather conditions and other Threats requiring evacuation (e.g. Storm surges, Fires, Tropical cyclones, Tsunami waves, Bomb threats etc.) Sheltering Plan

### *Guidelines*

If an alert warning is issued or broadcasted throughout all buildings by the designated communication officer instructing everyone to move to shelter.

<b>Shelter-In-Place Team Assignments</b>	<b>Name / Location</b>
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# Emergency Response Plan

<b>Team Leader</b>	
<b>Person to monitor weather sources and to gather information from for updated emergency instructions and broadcast warning if issued by weather services</b>	
<b>Persons to direct personnel outside to enter the building</b>	
<b>Persons to direct employees to designated shelter(s)</b>	

### Alert Warning System & Shelter Locations

<b>Location of alert warning system controls</b>	
<b>Location of shelters</b>	

## Shelter-In-Place Plan

If warned to “shelter-in-place” from an outside airborne hazard, a warning should be broadcast and all employees should move to shelter.

<b>Shelter-In-Place Team Assignments</b>	<b>Name / Location</b>
<b>Team Leader</b>	
<b>Direct personnel outside to enter the building; then close exterior doors</b>	
<b>Shutdown ventilation system and close air intakes</b>	
<b>Move employees to interior spaces above the first floor (if possible)</b>	
<b>Person to monitor news sources for updated emergency instructions</b>	
<b>Assembly Area Monitors (to account for evacuees (all guests and employees) at the assembly area</b>	

# Emergency Response Plan

## Shelter-In-Place Shutdown of Ventilation System

Location of controls to shutdown ventilation system:	
Location of air handling units, fan rooms, or air intakes:	

## Lockdown Plan

Persons trained to use the warning system to warn persons to “lockdown”

Name	Location

## Instructions for Broadcasting Warnings

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Where to Access the Warning System  
(e.g. Walkie –Talkie/Satellite phone, telephone, public address system, etc.)

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## Instructions for using the system

### Medical Emergency Plan

If a medical emergency is reported, dial 151 and request an ambulance. Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)

Alert trained employees (members of the medical response team) to respond to the victim’s location and bring a first aid kit or AED.

# Emergency Response Plan

**Personnel Trained to Administer First Aid, CPR, or use Automated External Defibrillator (AED)**

Name	Location / Telephone

**Locations of First Aid Kits and Automated External Defibrillator(s)**

<b>Locations of First Aid Kits and “Universal Precautions” kit (used to prevent exposure to body fluids )</b>	
<b>Locations of Automated External Defibrillator(s) (AEDs)</b>	

**Procedures**

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim’s location is unsafe.
- Control access to the scene.
- Take “universal precautions” to prevent contact with body fluids and exposure to **blood borne pathogens**.
- Meet the ambulance at the nearest entrance or emergency access point; direct them to victim(s).

**Fire Emergency Plan**

**If a fire is reported, pull the fire alarm, (if available and not already activated) to warn occupants to evacuate. Then Dial 999 to alert the Fire and Rescue Services Agency. Provide the following information:**

- Business name and street address
- Nature of fire
- Fire location (building and floor or)
- Type of fire alarm (detector, pull station, sprinkler water flow)
- Location of fire alarm (building and floor)

# Emergency Response Plan

- Name of person reporting fire
- Telephone number for return call

Evacuation team to direct evacuation of employees and visitors.

## Procedures

- Evacuate building occupants along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation team to account for all employees and visitors at the assembly area.
- Meet Fire and Rescue Incident Commander (IC). Inform the IC if everyone has been accounted **for and if there are any injuries. Provide an update on the nature of the emergency and actions taken. Provide building floor plans, keys and other assistance as requested.**
- Assign personnel to verify that fire protection systems are operating normally and to operate **building utility and protection systems as directed by the fire department.**

## Property Conservation

Identify preparations before a forecast event such as severe weather.

Identify how you will assess damage; salvage undamaged goods; and cleanup the building following an incident.

Identify the contractors, equipment, and materials that would be needed. Update the resource table at the end of this plan.

# Emergency Response Plan

## Annexes Hazard or Threat-specific

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**Instructions:** Carry out a hazard assessment of all potential hazards internal and external to your business that may have a negative impact on your business operation including movement of your employees and guests. Review the following list of potential hazards. Identify hazards that are foreseeable that may trigger, accelerate or increase risk of damages and pose a threat to human lives. Prioritise them according to potential risks that can cause disaster incidents that may affect your property, establishment, the lives of your clients and employees.

- Review the information provided below to develop specific standard emergency operating procedures according to the potential hazards that you have foreseen.

### **Natural hazards (geological, meteorological, and biological)**

#### **Geological hazards**

- Tsunami
- Land, rock or mud slide, subsidence

#### **Meteorological Hazards**

- Flood, flash flood, tidal surge
- Drought
- Windstorm, tropical cyclone,
- Extreme temperatures (heat)
- Lightning strikes (followed by bush fires)

#### **Biological hazards**

- Foodborne illnesses
- Pandemic/Infectious/communicable disease (e.g. avian flu, H1N1, Ebola, Corona viruses etc.)

#### **Technology caused event**

- Utility interruption or failure (telecommunications, electrical power, water, gas, steam, HVAC failure (Heating, Ventilating and Air-conditioning), pollution control stem, sewerage system, other critical infrastructure)

#### **Manmade hazards (accidental and intentional)**

##### **Accidental**

- Hazardous material spill or release
- Explosion/Fire (E.g. Gas explosion)
- Transportation accident
- Building/structure collapse
- Entrapment and or rescue (machinery, confined space, high angle, water)
- Transportation Incidents (Motor Vehicle, Collapse of road network system, bridges, Watercraft, Aircraft, Pipeline)

##### **Intentional**

- Robbery
- Lost Person, Child Abduction, Kidnap, Extortion, Hostage Incident, Workplace violence
- Demonstrations, Civil disturbance
- Bomb threat, Suspicious package
- Terrorism



# Emergency Response Plan

## Appendices

### Emergency Response Teams

Identify the members of emergency response teams not identified elsewhere.

**Indicators:-**

- Facilities or building management staff familiar with building utility and protection systems and those who may assist with property conservation activities.
- Security. Trained security personnel that are capable of assisting with emergency evacuation.
- Others trained to use fire extinguishers, clean up small spills of hazardous materials.
- Assign a fire incident commander.

### Public Emergency Services & Contractors

Emergency Service	Name	Emergency Telephone	Business Telephone
<b>Seychelles National Emergency Key Responders</b>			
DRDM			
Fire and Rescue Services Agency plus Fire stations specific to your regions			
Police Department including Police Stations			
Seychelles Hospital			
Health Centres/hospitals specific to your region			
Public Health Authority			
District Administrator			
Department of Environment			
DRM Tourism Focal Point			
PUC			
Coast Guard Services			
<b>Other important emergency private service contractors</b>			
Contracted Plumber			

# Emergency Response Plan

Electricity Contractor			
Sewerage contractor			
Elevator Service contractor			
Hazardous Materials Cleanup			
Cleanup / Disaster Restoration			

## Warning, Notification & Communications Systems

The following systems are used to warn employees to take protective action (e.g., evacuate, move to assembly point, shelter, shelter-in-place, or lockdown) and provide them with information. The Communications capabilities enable members of our emergency team to communicate with each other and others employees.

Warning Systems-	Fire Alarm	
Notification System	Electronic	
	Mobile phone (call or send SMS)	
Communications Capabilities	Fix Telephone	
	Two-Way Radio(Walkie -Talkie	

## Fire Protection Systems

System Type	Location	Access Point / Instructions
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# Emergency Response Plan

Sprinkler System Specify location of control Valves		
Fire Hydrant. Specify location of control all fire hydrants(if they are available)		
Special Extinguishing Systems	Computer Room	
Other fire extinguishers	Specify location of all fire extinguishers	
Electrical Control Board Room		
Other water points		

Document the fire protection systems including the types of systems, location, area, or hazard protected, and instructions.

## SIMULATION EXERCISE/DRILLS RECORD

YEAR	DATE	TIME	TYPE OF DRILL (Specify which disaster emergency incidents e.g. Fire, Tsunami, Cyclone etc.	NEXT DRILL Specify type of next emergency drill to be held e.g. bomb threat, terrorism etc.	YEAR	DATE	TIME

# Emergency Response Plan

## Revision History

Specify when revision of the emergency response plan was done

Revision No.	Date	Description of Changes	Authorization

## Plan Distribution & Access

The Plan will be distributed to members of the emergency response team and department heads. A master copy of the document should be maintained by the emergency response team leader. The plan will be available for review by all employees.

Provide print copies of this plan within the room designated emergency operations center (EOC). Multiple copies should be stored within the facility EOC to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated.

An electronic copy of this Plan should be stored on a secure and accessible website that would allow team member access if company servers are down.

Electronic copies should also be stored on a secured USB flash drive for printing on demand.