[Organization Logo]

[Insert Organization Name Here]

Emergency Action Plan

Month Day, Year

DISCLAIMER

This Emergency Action Plan Template was developed by the City of Boston Office of Emergency Management to assist businesses in establishing a foundation for a comprehensive business disaster preparedness, response, and recovery program. It is not intended to replace or override any laws, regulations, standards or OSHA requirements applicable to your business or facility. This plan is not a substitute for local, state, or federal regulations, nor does it replace industry standards. It should be used in conjunction with all applicable legal and regulatory requirements.

This template includes the fundamental components of an emergency action plan. However, businesses should carefully review all relevant requirements and customize the template to align with their unique operations, processes, and needs. Adjustments beyond those suggested in brackets may be required to develop an effective and tailored program.

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1. EMERGENCY ACTION PLAN

The Emergency Action Plan guides the company's response to various emergency situations such as a medical incident, a fire, a flood, an active threat, etc. These situations may require evacuation, sheltering in place, securing property and equipment, and other actions to prevent injury, loss of life, or damage to property.

PLAN ACTIVATION

For emergencies threatening life or property, employees should first call 9-1-1. In the event of a business disruption, [Approving Authority] is contacted to activate the plan. For the purposes of this plan, a business disruption is defined as:

1. a severe disruption or a threat to operations; or
2. a sudden or impending emergency situation in which business impacts are expected.
3. [Insert additional plan triggers relevant to the business]

COMMUNICATION PROCEDURES

Use the following instructions and systems to ensure adequate communication during an emergency or disruption. For additional resources, see if any are available through your local Business Improvement District or Main Street organization. See Appendix F - Resources in the Business Continuity Plan Template for more information.

INCIDENT DETECTION AND REPORTING

- **Report Emergencies:** Immediately contact 9-1-1 for emergencies such as fires, medical incidents, or life-threatening situations. Ensure first responders are notified promptly. See Appendix F - Resources to check for additional resources.
- **Notify Employees:** Inform employees of any disruptions or emergencies, both during and after business hours. This includes updates on work status, next steps, and safety instructions. Warning and Notification systems can be found below.
- **Non-Traditional Emergencies:** For events like IT disruptions, supply chain issues, or local area incidents, notify relevant team members, managers, and relevant stakeholders to coordinate response efforts.

WARNING AND NOTIFICATION SYSTEMS

Use the following systems to communicate protective actions (e.g., evacuation, shelter-in-place, lockdown) and provide critical updates to employees and stakeholders:

	System	Location/Control Panel or Access Point
Warning System	Fire Alarm	
	Public Address	
	Other (Describe)	
Notification System	Electronic	
	Telephone call tree	
	Two-way radio	
	Other (Describe)	

Oversee these systems to ensure clear, accurate, and timely communication both internally and externally during disruptions, emergencies, and throughout the recovery process.

WARNING & NOTIFICATION MESSAGING

Use the following template to ensure clear and consistent updates are shared when an emergency occurs. Utilize the warning and notification systems detailed above to disseminate the messaging displayed below.

> Attention all staff and customers, this is an emergency announcement.
>
> A [Insert Emergency] has been reported in [Insert Location]. For your safety, [Insert Appropriate Action: Evacuate, Shelter in Place, etc.] immediately.
>
> [Insert Additional Instructions].
>
> Emergency responders are on their way. Follow all instructions from staff and proceed to [Designated Safe Area]. Stay calm and assist others if needed.

EVACUATION PLAN

In the event that an emergency alarm is sounded or instructions for evacuation are given, employees must immediately exit the building at the nearest exits shown in the escape route plan below.

1. **Employees or customers with mobility impairments** will meet their designated assistants at the [Evacuation Assistance Area within the building] for assistance evacuating the building safely.
2. **Direct customers or patrons** to the nearest emergency exit.
3. **Close all doors** upon exiting the building, leaving them unlocked for emergency personnel.
4. **Gather at the designated assembly area** located at [Designated Assembly Area outside of the building]. Managers will account for their staff and notify [Responsible Person] who will reference the employee roster and visitor log to ensure everyone is accounted for. Missing persons should be reported immediately to first responders.
5. **No one is allowed to re-enter the building** after evacuation unless authorized by emergency responders. All employees must stay at the assembly area until law enforcement confirms it is safe to return or provides further instructions on leaving the premises.

Insert Map of Emergency Escape Routes

SHELTERING IN PLACE

In certain emergency situations, such as severe weather, hazardous material releases, or civil disturbances, sheltering in place may be required. Shelter-in-place status will be announced via the Warning and Notification Systems referenced previously.

Assignments	Name/Contact	Location
Team Leader		
Monitor the weather and news for updated instructions and broadcast warnings		
Direct personnel who are outside to enter the building		
Move employees to interior spaces (above the first floor if possible)		
Shut down ventilation system and close air intakes		
Ventilation system controls		
Air handling units, fan rooms, or air intakes		

Shelter-in-Place Procedure

1. **Direct employees indoors and close and secure the business.**
2. **Secure the Building**:
    - Close and lock all windows, doors, vents, blinds and turn off the lights if necessary.
    - Turn off heating, ventilation, and air conditioning (HVAC) systems to prevent outside air from entering. System locations can be found in the table above.
3. **Designated Shelter Area**:
    - Proceed to [Designated Shelter Area] (an interior room with few or no windows, such as a storage room or conference room).

- Make sure the room has enough space for all employees and any customers who may be present.

4. **Reach Out to Emergency Contacts:** Employees and customers should reach out to emergency contacts to let them know their location and ensure them that they are safe, if it is safe to do so.

5. **Safety Supplies**: Ensure the designated shelter area is stocked with emergency supplies, which are stored at [Designated Location], including:

   - First aid kit
   - Flashlights and batteries
   - Emergency contact list
   - Battery-powered radio
   - Water and non-perishable snacks

6. **Communication**: Stay informed by using a battery-powered radio or phone for updates. Maintain communication with local authorities and provide regular updates to employees.

7. **Remain Sheltered**: Stay in the shelter area until you receive official notification from emergency personnel that it is safe to leave.

After the Event

- Once the shelter-in-place order is lifted, first responders or local officials will communicate the all-clear signal.
- Employees should follow instructions on whether to return to work areas or evacuate the building if conditions remain unsafe.

Workplace Violence Procedures

In the event of workplace violence, immediate actions should be taken to ensure the safety of all individuals on-site:

1. **Recognize the Threat**: Stay calm and assess the situation. If safe to do so, call or text 911.
2. **Secure the Area:**
   a. Lock doors, close windows, and turn off lights.
   b. Barricade entry points with heavy furniture or other available items.
3. **Stay Silent and Hidden:**
   a. Silence cell phones and other devices.
   b. Stay out of sight from windows and doors.
   c. Remain as quiet as possible to avoid drawing attention.
4. **Communicate When Safe:**

   a. Use text messages or other silent communication methods to provide information to authorities.
   b. If trapped or unable to leave a safe location, relay your location to first responders.
5. **Follow Law Enforcement Instructions:** When law enforcement arrives, follow their directions precisely.
   a. Keep hands visible and avoid sudden movements.

After the Event

- Wait for an all-clear signal from law enforcement or emergency personnel before leaving the shelter area.
- Check on the well-being of all employees and customers. Provide first aid as needed.
- Cooperate with authorities during their investigation and ensure appropriate follow-up, such as counseling or support for affected individuals.

SECURING PROPERTY AND EQUIPMENT

In the event of evacuation, it may be necessary to secure certain items to minimize risks to the building and personnel (e.g., protecting sensitive or valuable documents, or shutting down equipment to prevent hazardous material release). The following actions should be taken to secure property and equipment:

- Identify which items need to be secured.
- Note the location of each item.
- Provide instructions for securing property or equipment.
- Estimate the time required for the security process.

Property or Equipment	Location of the Property or Equipment	Instructions to Secure Property or Equipment	Estimated Time Frame to Secure

Anyone responsible for securing systems or utilities must be able to assess when it's no longer safe to continue the task. Once the necessary property or equipment has been secured, or if the situation becomes too risky, personnel should immediately exit the building using the nearest escape route and gather at the designated assembly point.

2. EMERGENCY RESPONSE GUIDES

FIRE

If a fire is reported, pull the fire alarm, (if available and not already activated) to warn occupants to evacuate. Then Dial 911 to alert the Fire Department. Provide the following information:

- Business name and street address
- Nature of fire (e.g., electrical, grease, paper, chemical)
- Fire location (building and floor or)
- Type of fire alarm (e.g., detector, pull station, sprinkler waterflow)
- Location of fire alarm (e.g., building and floor)
- Name of person reporting fire
- Telephone number for return call
- Evacuation team to direct evacuation of employees and visitors.

Procedures

1. **Evacuate:** Evacuate building occupants along evacuation routes to primary assembly areas outside.
2. **Redirect**: Redirect building occupants to stairs and exit away from the fire.
3. **Prohibit:** Prohibit the use of elevators.
4. **Account for All Employees:** Account for all employees and visitors at the assembly area.
5. **Meet Fire Department**: Inform the fire department 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.

Location of Fire Extinguishers

Location

Fire Protection Systems

Document the fire protection systems including the types of systems, location, area, or hazard protected, and instructions. If you're unsure, contact your landlord or building owner.

System Type	Location	Access Point / Instructions
Sprinkler System	Control Valve	
	Control Valve	
	Control Valve	
Fire Pump		
Special Extinguishing Systems		

Insert Map of Fire Protection Tools and Systems

MEDICAL EMERGENCY PLAN

1. **Call Emergency Medical Services**: Immediately dial 911 and provide the following details:
    - Number of victims
    - Victims' specific location(s)
    - Any hazards involved
    - Access information and entry location for emergency personnel

2. **Administer First Aid**: If able to, provide first aid to those injured. A list of trained personnel and available first aid supplies can be found below.
3. **Direct Emergency Personnel:** If safe to do so, ensure someone meets EMS outside and guide them to the victim's location.

Medical Training Completed by Employees

Training	Name
First Aid	[Insert Name]
CRP (Cardiopulmonary Resuscitation)	
AED (Automated External Defibrillator) Use	

Medical Equipment Location Guide

Medical Equipment Type	Location
AED	[Insert Location]
First Aid Kit	
Stop the Bleed Kit	

For business locations in the City of Boston that have AED(s) onsite, report their specific locations to Boston EMS at: Report AED Location. This information can assist bystanders and EMS during an emergency.

Insert Map of Medical Equipment

BOMB THREAT

React to the bomb threat quickly and calmly:

1. Call 911**.**
2. Utilize your incident report forms and record all information.
3. Shut down the following electronic equipment (such as):
    a. Beeper/Pager systems
    b. Emergency Alert System (EAS) (e.g., mass notification systems, public address (PA) systems, emergency text alert systems)
    c. 2-way Radios
    d. Cellular Phones
    e. Radio Frequency Systems
4. Contact employee emergency contacts if necessary.

NOTE:

The search will be done in coordination with the police department. Do not initiate this search on your own. You may be asked by civil authorities to assist with the search.

Evacuate the building if:

- A suspected explosive device is found in the building.
- Local authorities ordered the evacuation.
- A second bomb threat is received, within the time specified by the caller, and the search is not complete.
- The safety of guests and employees is threatened.

See the Evacuation Plan above.

SUSPICIOUS SUBSTANCES (PACKAGE/ LETTER)

DO NOT sniff, touch, or move suspicious substances (package/letter).

DO NOT change the environment, including lights.

Determine if there is an explicit threat, implicit threat or risk to persons or the environment.
Threats received by phone, mail, etc. that could indicate an intentional placement of a hazardous substance in the facility and/or on product.

If a legitimate source of the substance can not be identified or a threatening circumstance exists:

1. Call 911.
2. If safe to do so, secure the area around the suspicious substance and or product.
3. Evacuate the area. See the Evacuation Plan.
4. Determine the scope of the hazard.
    a. Document any information regarding a suspicious substance.
    b. If safe to do so, investigate possible legitimate sources of the substance (flour, baking soda, talcum powders, etc.).
    c. Provide a listing of all exposed people, spaces and items to law enforcement.
5. Determine who may have come in contact with the substance.
    a. Potentially exposed person(s) should be staged in an area away from others.
    b. Follow decontamination directions of responding public safety services.
6. Determine the need to issue a product recall.
7. Determine what information will be released to the public in coordination with public safety.
8. Contact (pre-identified) Subject Matter Expert/ Point of Contact (Name, Title, Phone Number)
    a. _____
    b. _____
    c. _____

If the substance is determined not to be hazardous:

1. Take appropriate measures to remove and clean the area/product.
2. Communicate the findings to potentially impacted customers and employees.

Document all Incidents / Expenses:
Make sure to record and document all incidents/expenses incurred as a result of the emergency.

BLOODBORNE PATHOGENS

Bloodborne Incidents:

Any situation or accident where there is a potential exposure to a person's blood or body fluids, refer to all federal, state and local laws pertaining to bloodborne pathogens (e.g. OSHA's Bloodborne Pathogens Standards, the Code of Federal Regulations at 29 CFR 1910.1030, and other business's industry standards.)

Precautions:

Take universal precautions whenever responding to bloodborne incidents:

- Assume all blood and body fluids are infectious, wear personal protective equipment (gloves, goggles, etc.), and use a protective "pocket mask" when performing rescue breathing.
- Only employees trained in the appropriate use of personal protective equipment should respond to the incident.

When blood or other potentially infectious materials need to be cleaned up:

Clean up procedures:

1. Gloves must always be worn. Use additional protective equipment based on the risks present, i.e. protective apron, facemask, and/or goggles.
2. Confine the spill and wipe it up immediately with absorbent towels, cloths, or absorbent granules (if available; all supplies should then be disposed of as infectious waste).
3. Clean thoroughly, using neutral detergent and warm water solution.
4. Thoroughly spray contaminated surface areas with a disinfectant solution made of 500-5000 ppm free chlorine (1:100 or 1:10 dilution of 5% chlorine bleach)
5. Pick up any contaminated solid material making sure not to use your hands to pick up any sharp objects, such as glass. Use a broom, dustpan or similar cleaning tool to pick up sharp objects.
6. Wipe down contaminated areas with a paper towel moistened with disinfectant.
7. Place all contaminated solids or clean up materials in a red Biohazard bag.
8. Sharp objects should be placed in a puncture proof container before being placed in the bag.
9. Clean and disinfect any tools or other non-disposable items used in the cleanup.
10. Remove personal protective equipment and place them in the red Biohazard bag.
11. Wrap and tie the red bag and give the Biohazard bag to the person-in-charge.
12. Wash your hands immediately using soap.
13. If cleanup is extensive, consider contacting a private contractor.

If you are exposed to bloodborne pathogens (e.g. needlestick, eye or mouth splash, exposure to broken skin):

1. Immediately wash all exposed portions of your body with soap and water.
2. Notify management of the incident.

3. Seek medical assistance and follow-up; this may require monitoring or medications to prevent bloodborne infections.
4. Document on an incident report.

POWER FAILURE

In the event of a power failure:

1. Provide flashlights to as many people as possible.
2. Check for trapped guests or employees in all possible areas, including elevators.
3. Determine if you need to evacuate the building (see the Evacuation Plan).
4. Contact employee emergency contacts if necessary.

If the power failure affects the building location and surrounding area in your community:

- Ask the power company when they anticipate that the electrical services will be restored.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk-in cooler/freezer doors closed.

If the power failure affects your building location only:

- Conduct a site inspection to determine any obvious reasons for a power outage.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk in cooler/freezer doors closed.
- Call your local power company to restore power.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

GASOLINE / CHEMICAL SPILL

In the event of a gas spill: Gasoline

1. Determine the severity of the gas spill.
2. If the gas spill is determined to be severe, call 911.
3. Locate and turn off the gas pumps with an emergency shut off switch.
4. If it's safe to do so, contain the spill and minimize the spread of gas by using spill blankets, pillows and socks. Secure the gasoline spill area to prevent contamination and maintain safety.
5. Contact your Spill Clean-up Contractor for assistance for removal/clean-up of hazardous waste.
    a. Spill Clean-up Contractor _____
6. Contact your Gas Pump Repair Company for repairs.
    a. Gas Pump Repair Company _____
7. Contact store management.
8. If the spill entered the environment contact:

    Fire Department: **911**

    Massachusetts Environment Police (MEP) - (800) 632-8075

9. Always wear appropriate Personal Protective Equipment (PPE) when cleaning up any chemical spill.

In the event of a Chemical Spill: Oil, Antifreeze, Paint, Bleach, etc.

1. Immediately contain the product.
2. Evaluate the spill, ventilate the area, secure the area, keep fire sources away.
3. Clean-up spill.
    a. If the spill is too extensive to handle, contact a hazardous waste clean-up contractor.
    b. Wear personal protective equipment (gloves, goggles, overshoes).
    c. Absorb liquid and solidify with oil dry or other available absorbent. Work from edges toward the middle.
        i. **Water-Based** (Latex paint, Anti-freeze, bleach, household chemicals)
        ii. **Acids:** Must be neutralized with Baking Soda
        iii. **Oil Based** (Camp Fuels, Enamel paint, Thinners/Solvents, Gas/Diesel Additives)
        *never use water to clean an oil-base spill, use dry absorbent only
4. Carefully place absorbed material in disposable containers (double bag or use covered bucket).
5. Discard soaked materials and merchandise.Scrub soiled areas and corners/crevices.
    a. Dispose of sweepings, cleaning materials, brooms, gloves, overshoes. Change clothing and wash in detergent.

In case of accidental contact:

Eyes: Flush with water for 15 minutes. Get medical attention immediately.

Skin: Wash completely with soap and water. Refer to the product label for further instruction.

Clothing: Remove contaminated clothing and wash skin completely with soap and water.

Refer to the product label for further instruction.

If you are in doubt about the nature of the material – get medical attention immediately.

NOTE: If medical attention is sought, take the labeled container to the physician.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

NATURAL GAS OR PROPANE LEAK

Assess the Situation:

1. If you smell gas (rotten egg odor) or hear hissing, assume a leak is present. Do not use electrical switches, appliances, or open flames, as they may ignite the gas.
2. Evacuate the area immediately if the leak is severe or indoors. Assist those with access and function needs. See the Evacuation Plan.
3. Call 911.
4. Notify employees, tenants, or customers of the situation and safety measures. Consider public notifications if the leak poses a wider threat.
5. Follow guidance from emergency responders regarding re-entry or further precautions.

Take Steps to Limit Exposure (if it's safe to do so):

- Shut off the gas supply at the main valve if it is safe to do so.
- Ventilate the area by opening doors and windows if outdoors and safe.
- Warn others in the vicinity and prevent ignition sources (no smoking, open flames, or electrical devices).
- Contact the gas utility provider to report the leak.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

BROKEN WATER PIPE

In the event of a broken water pipe:

1. Determine if the water pipe is part of the domestic or fire sprinkler system.
    a. Fire sprinkler pipes are often labeled “Fire Protection” or “Sprinkler System” in red or white lettering.
    b. Domestic water pipes may be labeled “Portable Water” or have blue/green markings.
2. Locate and turn off the valve controlling the source of the water to the main.
3. Contact your water utility for assistance if on a municipal water supply.
    - Give details of what type of water pipe is broken.
    - Be sure to inform them if you turned off the fire sprinkler main.
4. Turn off electricity to the affected space at the circuit breaker immediately, if it’s safe to do so. Don’t enter water if electrical outlets, appliances, or wiring may be submerged.
5. Contact employee emergency contacts if necessary.

Once the water main has been closed:

1. Clean up water.
    a. Be cautious of electrical hazards.
2. Elevate merchandise off the floor to prevent water damage.
3. Push water out of the building or down drains with squeegees, brooms, sweepers and scrubbers.
4. Notify the landlord or your own electrician to inspect/restore electricity.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

SEVERE WEATHER

If there is a threat of severe weather:

1. Monitor the weather. (See below severity definitions)
2. Contact management.
3. Review the safe areas of the building with supervisors and employees. Safe areas should be close to walls/support columns at the center or back of the building and away from glass walls, glass entryways and windows. Bring emergency go-bags with you to these locations.

Safe Area #1 Location:	
Safe Area #2 Location:	

If severe weather is detected in the vicinity of the building:

1. Make an announcement in the building three times. Ask customers and employees to move away from windows and move toward the center or back of the store until given the 'all clear.'
2. Check all areas of the building to make sure everyone has moved to the designated assembly area.

Note: Business owners and employees do not have the authority to detain guests and employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.

Protect money/merchandise if it does not threaten anyone's safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock the cash/control office safe and doors to the cash/control office.

If there is any property damage as a result of the severe weather:

1. Do not put any guest or employee in danger. Evacuate the building in the event of potential danger (e.g. gas leak, downed electrical wires, structural damage, etc.). See the Evacuation Plan above.
2. **If safe to do so**, inspect the damage. Call a building inspector or your insurance company for assistance on this matter. Account for:
    a. Roof damage
    b. Structural damage
    c. Merchandise/product loss
3. Call employee emergency contacts if necessary.

If the roof is leaking:

- Cover product, merchandise and equipment with plastic.
- Place empty trash cans under leaking areas.
- Elevate merchandise off the floor to at least a pallet height.
- Rope off damaged areas.

If there is water in the building:

Make sure there are no electrical hazards and foods have not been contaminated. Push water out of the building with squeegees, brooms, sweeper/scrubbers.

Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

Weather Severity Definitions:

Winter Storm Watch: Potential for significant and hazardous winter weather within 48 hours.	**Tornado Watch:** Possible severe thunderstorms and tornadoes in and near the watch area.
Winter Storm Warning: Heavy snow of at least 6 inches in 12 hours, at least 8 inches in 24 hours, or at least ½ inch of sleet accumulation is expected.	**Tornado Warning:** A tornado is imminent or occurring. Take shelter immediately.
Extreme Cold Warning: Sustained wind is expected to produce a wind chill index of ≤ -20°F or ≤ -25°F (location dependent) for at least 3 hours.	**Heat Advisory:** Daytime heat indices of 95°F to 99°F for 2 or more hours over 2 consecutive days, or 100°F to 104°F for 2 or more hours in a single day, are expected.
Blizzard Warning: Sustained winds or frequent gusts of at least 35 mph, combined with considerable falling and/or blowing snow, are expected to frequently reduce visibility to less than ¼ mile for 3 hours or more. Blizzard conditions must be the predominant weather condition during this period.	**Coastal Flood Warning:** Moderate or major coastal flooding is expected to damage property and/or pose a threat to life.
Flash Flood Warning: A rapid and extreme flow of high water into a normally dry area, or a sudden rise in water levels in a stream or creek above a predetermined flood level, is expected or occurring.	**Storm Surge Warning:** Life-threatening inundation from rising water moving inland from the shoreline is expected within the specified area, generally within 36 hours.

Tropical Storm Watch: A tropical cyclone containing winds of 34 to 63kt (39 to 73 mph) or higher **poses a possible threat, generally within 48 hours**. These winds may be accompanied by storm surge, coastal flooding, and/or river flooding	**Tropical Storm Warning:** A Tropical Storm Warning is issued when sustained winds of 34 to 63kt (39 to 73 mph) or higher associated with a tropical cyclone are **expected in 36 hours or less.** These winds may be accompanied by storm surge, coastal flooding, and/or river flooding.
Hurricane Watch: Issued when a tropical cyclone with sustained winds of 74 mph (64 knots) or higher poses a possible threat to a coastal or inland area, generally within 48 hours. These winds may be accompanied by storm surge, coastal flooding, and/or river flooding. A watch indicates the potential for hurricane conditions but does not guarantee they will occur.	**Hurricane Warning:** Sustained winds of 74 mph (64 knots) or higher associated with a hurricane are expected to impact a coastal or inland area within 36 hours.

FLOODING

If there is a threat of a flood:

1. Monitor the weather.
2. Contact employee emergency contacts if necessary.
3. Prepare to elevate all merchandise, valuables, mechanical equipment, and electronics at least 12-inches off the floor (pallets will work).
4. Know how to shut off your utilities.

Flood Watch: Flooding is possible. Stay tuned to NOAA radio. Be prepared to evacuate. Tune to local radio and television stations for additional information.

Flood Warning: Flooding is already occurring or will occur soon. Take precautions right away. Be prepared to go to higher ground. If advised, evacuate immediately.

If the flood is detected in the vicinity of the store:

1. Begin sandbagging operations.
2. Review water contamination procedures.
3. Make sure that all merchandise, valuables, mechanical equipment, are elevated.
4. Turn off electric power at the main switch gear. When the store is ready for evacuation, shut off the emergency generator (if applicable). Ensure that appliances are unplugged to avoid electrocution when power returns.
5. Secure utensils, equipment, linens, packaging and single service use items from contact/contamination during flooding.

Evacuate store if the safety of guests and employees is threatened, and/or you are ordered to evacuate:

See the Evacuation Plan above.

Protect money/merchandise if it does not threaten anyone's safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock the cash/control office safe and doors to the cash/control office.

After the flood waters have receded:

1. Document any damage and call your insurance provider to report it.
2. Enter the store with caution. Be sure that appropriate personnel enter the facility with caution.

3. Facilities/Maintenance will check the electrical service before turning on the power.
4. Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
5. Provide general clean-up while ensuring worker health and safety. Clean and sanitize equipment and utensils.
6. Sort the salvageable from the non-salvageable foods, equipment, utensils, linens, and single service items as quickly as possible.
7. Properly dispose of the non-salvageable items.

Clean up guidelines:

- All damaged food equipment, utensils, linens, and single service items must be destroyed and properly disposed of.
- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or steam cleaned.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing water.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment, and other affected areas followed by a clean water rinse.
- Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8 oz. Bleach per 5 gallons of water = 500 part per million chlorine solution).
- Air-dry the affected area.
- Launder or discard mop heads and other cleaning aids that were in contact with flood water.
- Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to floods.
- Contaminated Food, Linens, Single Service / Use Items
- Discard any food items (packaged or unpackaged) in contact with flood water.
- Launder any linens or uniforms in contact with flood water.
    - Launder separately from other linens.
    - Use bleach.
    - Use a mechanical dryer.
    - Discard any single service / use items in contact with flood water.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

Refer to Ready.gov Business -*FLASH Inland Flooding Toolkit* for additional information.

FLOOD SALVAGE

General Flood Salvage Assessment:

Floodwaters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with floodwater. Very few food or beverage items can be saved after being exposed to floodwater. Food items in soft packaging or with screw-top lids must be destroyed. In some cases, canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

Floodwater can make foods unsafe to eat especially if packaging is contaminated. **Discard** the following foods if water has covered, splashed, dripped on or seeped into the package:

- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs.
- Any foods packaged in paper, plastic, cloth or fiber.
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt.
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages.
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers.
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps.
- All opened containers and packages; foods in bags or canisters.
- Cans that are dented, leaking, bulging or rusted.
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

General Flood Salvage Assessment

- Move to a designated condemned food storage area away from food preparation and equipment storage, and secured in covered refuse containers or other isolated areas to prevent either service to the public, or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as “not for sale” and kept in a refrigerated location separate from other food and held for credit
- Discarded refrigerated food may be recorded by a food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.

- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to ensure acceptance of the waste.

PRODUCT CONTAMINATION

Assess the situation:

- Determine the scope of contamination.
- Determine the need to involve public agencies.
- If a foodborne illness outbreak is suspected, immediately stop sale of potentially contaminated food(s) and call 911 or notify the Boston Public Health Commission immediately.
- If intentional product tampering is suspected, contact law enforcement and protect potential evidence.

Take steps to limit exposure:

- Pull product if appropriate.
- Determine if a public announcement will be made.
- Determine the need for a product recall.
- Develop handling practice for recall products, if applicable.
- Determine disposition of product.

Document all Incidents/Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

REFRIGERATION FAILURE / FOOD SAFETY

If refrigeration or hot holding systems fail:

1. Attempt to find the source of the failure.
2. Alert employees in the area.
3. Discontinue sales of impacted products.
4. Cordon off impacted areas.
5. Begin temperature monitoring process.
6. Contact the appropriate service provider.
7. Call your employee emergency contacts if necessary.
8. Begin following below steps until temperatures return to normal levels.

What you should do if there is a warning of an outage

Take action to keep hot foods hot and cold foods cold. Turn the refrigerator and freezer to the coldest setting. When the power goes out, the time should be noted.

What you should do when the power goes out

The goal is to keep hot food above 135°F and cold food below 40°F for as long as possible, and to monitor temperature to determine when food is no longer safe to eat.

Hot food

- Do not place hot foods in refrigerators or freezers.
- Use "canned heat" under foods on electric steam tables to help maintain a minimum temperature of 135°F.

Cold food

- Keep refrigerator and freezer doors closed as much as possible.
- If practical, group packages of cold food together to reduce heat gain.
- Cover open refrigerated and frozen food cases, especially vertical displays.

Caution: The use of dry ice for cooling foods may result in an unsafe build-up of carbon dioxide (CO_2).

Do not prepare food if you cannot:

- Properly wash, rinse, and sanitize utensils.

- Operate cooking hood ventilation and make-up air supply systems (Toxic fumes may cause injury or death).
- Light food preparation areas well enough to allow for safe food preparation, cleaning, and sanitizing.
- Access hot water or adequate water pressure.
- Maintain safe food temperatures.

What you should do when power is restored

- Check internal food temperature.
- Separate packages of food in refrigeration units and freezers to allow for faster recooling, if practicable.
- Discard potentially hazardous food that may have been in the temperature danger zone.

Determine if potentially hazardous food is safe

Hot food

- If the outage lasts 2 hours or less and the food temperature is less than 135°F, it may be sold if it is reheated to 165ºF and then held at 135ºF or above, or if it is rapidly cooled to 41ºF or below within 2 hours following the restoration of power.
- If the outage lasts more than 2 hours, food cannot be sold.

Cold food

- If the outage lasts less than 2 hours and food is 45°F or colder, it can be sold. If it is between 46°F and 50°F, immediately cool it to 41°F or below within 2 hours.
- If the outage lasts between 2 and 4 hours, food can be sold if it is colder than 45°F, but it must be cooled to 41°F or below within 2 hours. If the food is between 46°F and 50°F, it must be cooled to 41°F or below within 1 hour. If it is warmer than 50°F, it cannot be sold.
- If the outage lasts 4 hours or more, food can be sold if it is 45°F or colder and cooled to 41°F or below within 1 hour. If it is warmer than 45°F, it cannot be sold.

Dispose of Unsafe Food

When in doubt, throw it out. If it is determined that food must be discarded, document the type and amount of food and the reason for disposal for insurance and regulatory purposes. Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in the outside refuse bin. To discard large volumes of food, contact your refuse disposal company or your local landfill operator for disposal instructions.

Return to Normal

The following conditions should be verified prior to resuming food preparation and/or sale of potentially hazardous foods:

- All unsafe potentially hazardous food has been discarded.
- Electricity and gas services have been restored.
- All circuit breakers have been properly reset, as needed.
- All equipment and facilities are operating properly, including: lighting, refrigeration, hot holding, ventilation, toilet facilities
- Hot and cold potable water, under pressure for: hand washing, proper dishwashing

If your facility is closed by the Department of Health, it must remain closed until you obtain official approval from the Department to reopen.

WATER CONTAMINATION / BOIL WATER ORDER

If you have been informed the water is contaminated or if the local water department or municipality has declared a boil water advisory:

Call Store Management and contact employee emergency contacts if necessary.

Ice and Beverages

- Shut down machines dispensing soda, ice, drinking water, misters, etc.
- Destroy all ice in holding bins. Use commercially manufactured ice only.
- Shut down the coffee and iced tea maker and drinking fountains.
- Food Preparation & Cooking
- Discard any ready-to-eat food prepared with water prior to the discovery of the contamination.
- Use pre-washed products or wash with boiled or bottled water.
- Prepare ready-to-eat food using commercially bottled or boiled water*.
- Use bottled safe water or water hauled from an approved public water supply for cooking.

Hand washing

- Use heated bottled water, boiled water, or safe water hauled from an approved public water supply.
- Or, use tap water followed by a hand sanitizer.
- Be sure gloves are used when handling ready-to-eat food.

Cleaning & Sanitizing

- Use the existing system. Make certain that sanitizer concentrations are correct.

Post-Contamination/Boil Over:

- Flush faucets, coffee urns, drinking fountains, beverage machines for at least 5 minutes.
- Clean and sanitize coffee and beverage equipment per manufacturer's instructions.
- If equipment has internal filters they should be replaced.

<u>Ice Machines</u>

- Flush the water line to the ice machine inlet.

- Close the valve on the water line behind the machine and disconnect the water line from the machine inlet.
- Reconnect the water line to the machine inlet.
- Open the valve.
- Flush the water lines in the machine.
- Make ice for one hour and dispose of the ice.

ROBBERY

Procedures:

1. If you are witnessing the crime, move to a safe location. Do not attempt to follow the robber. If you are able, assist those with access and functional needs to a safe location as well.
2. Call 911.
3. If safe to do so, write down a description of the robber, escape vehicle, and license plate number.
4. Contact employee emergency contacts if necessary.
5. Document the incident and complete a police report.

Do not disturb the crime scene:

Make sure that the area is secured to prevent anyone from entering the crime scene or surrounding area.

CIVIL UNREST

Close the facility if directed to do so by District/Region/Corporate/Civil authorities:

1. Evacuate all guests and employees not essential to supervise closing. See the Evacuation Plan above.
2. Protect money and merchandise.
3. Secure the store.

Protect money/merchandise if it does not threaten anyone's safety:

3. Close and lock all checkout terminals/cash registers.
4. Lock the cash/control office safe and doors to the cash/control office.

Secure the store for civil unrest:

1. Turn on all parking lot lights and turn off all interior lights. If cameras are applicable, ensure they are recording.
2. Implement boarding up procedures as directed.
3. Secure all perimeter openings:
    a. Fire doors
    b. Roof hatches
    c. Dock doors
4. Gather all fire extinguishers and place them near each entrance.
5. Check flashlight locations and install new batteries.
6. Set all store alarms.
7. Ensure all sprinkler valves are locked in the "open" position.
8. Remove pallets of paper and other combustibles from around the outside of the building.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

CYBERATTACK

If there is a suspected or confirmed cyberattack:

An employee should monitor system activity and report any unusual behavior immediately.

Procedures:

1. Look for unusual activity (e.g., credit card charges or denials, unusual accounts on credit reports, social posts you did not make, people receiving emails you never sent, etc.)
2. Disconnect affected devices from the network to contain the threat.
3. Update your security software, scan, and clean your device, or turn off the power and take it to a professional.
4. Notify IT/security teams or your managed service provider (MSP) immediately.
5. Preserve evidence by documenting the attack (e.g., error messages, timestamps, affected systems).

Threat Levels:

- **Suspicious Activity:** Unusual login attempts, unauthorized access, or system slowdowns. Report to IT and monitor closely.
- **Active Cyberattack:** Confirmed malware, ransomware, data breach, or system compromise. Immediately isolate the affected systems and initiate response procedures.
- **Critical System Failure:** Widespread outages or loss of control over key systems. Initiate full incident response and disaster recovery protocols.

If a cyberattack is detected within the organization:

1. Restrict access to critical systems to prevent further spread.
2. Change all passwords and enable multi-factor authentication (MFA) if not already in place.
3. Determine if sensitive data has been compromised and assess potential legal obligations.
4. Follow regulatory reporting requirements if data breach laws apply.
5. Back up essential data immediately, if still possible.
6. Secure offline copies of important files.

Recovery: If there is any data loss or system compromise:

1. Work with cybersecurity professionals to remove threats and restore systems.
2. Contact law enforcement if data theft or financial fraud is involved.
3. Notify affected parties, such as customers or employees, if required by law.

Clean-up and Future Prevention:

- Conduct a full security audit to identify vulnerabilities.
- Implement stronger security measures (e.g., firewalls, endpoint protection, employee training).
- Monitor for any further suspicious activity post-incident.
- Update incident response plans based on lessons learned.

For additional tips and tools, visit:

- StopThinkConnect.org
- Ready.gov/cybersecurity
- Boston.gov/cybersecurity
- Cisa.gov/audiences/small-and-medium-businesses
- Global Cyber Alliance: Toolkit for Small Businesses

Document all Incidents/Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.