



## **POLICY STATEMENT**

The purpose of this Emergency Response Plan is to assist employees and management in making quality decisions during times of crisis. This plan contains guidance in determining the appropriate actions to take to prevent injury and property loss from the occurrence of emergency incidents.

The plan will also assist facility management to ensure the survivability of the business activities provided by Flagship FastLube in the event of an incident. The plan will meet the applicable requirements of federal regulations, including 29 CFR 1910.120 (q), as well as state and local regulations regarding emergency action planning.

## **SCOPE OF PLAN**

The intent of Flagship FastLube is to prevent all foreseeable emergency situations that might impact the safety of employees and visitors through the implementation of a facility safety and health program and the regular training of personnel in emergency procedures. Therefore this plan has been developed to achieve the following objective:

Provide employees with procedures to follow for effective and safe actions during an emergency situation, including evacuation.

This plan serves as the emergency action guide for employees and visitors in the event of an emergency. The plan is divided into eleven separate action guides based on the nature of the emergency. The content pages will enable the user to quickly find the appropriate section during an emergency incident. While no plan can take into consideration all possible emergency situations, the guidelines included in this plan should assist you in making proper decisions.

### **1. Pre-Emergency Planning and Coordination with Outside Parties.**

Pre-emergency planning and coordination with outside resources will be conducted and updated on a monthly basis to ensure that all parties involved are aware of the constant changing conditions at Flagship FastLube's site. All management will be trained on the following information.

- 1) Fire department will be contacted to establish the location, personnel, and equipment needed to any emergency that shall occur.
- 2) EMT's or paramedics will be contacted to ensure when an emergency occurs to ensure that multiple resources are available. In most cases 911 will dispatch the closest ambulance to the scene.

## **2. Personnel Roles, Lines of Authority, Training, and Communication.**

### **Plan Training**

To ensure that the plan is properly followed during facility emergencies a training program shall be provided to employees. The objectives of the training program shall be as follows:

- 1) To ensure that employees are knowledgeable of their roles and responsibilities concerning the plan.
- 2) To ensure that employees are knowledgeable of the plan's procedures to affect a safe response to facility emergency situations.
- 3) To ensure that employees are knowledgeable of the evacuation procedures to affect a safe and expedient evacuation of the appropriate areas of the facility impacted by an emergency situation.

### **TRAINING PROGRAM**

Employees will receive training in the plan appropriate to the level of their expected involvement. The specific lesson plans and training topics are to be maintained by the Safety Director. The following is the general training program for each of the identified groups:

#### Employees

##### 1) Training Frequency:

Employees will receive training during initial employment orientation and refresher training during safety meetings. All employees will be trained whenever the plan is changed.

##### 1) Training Level:

Employees will receive training in the general plan procedures and specific area procedures related to the plan. Training should cover evacuation procedures, incident discovery, notifications, fire extinguishers, and first aid.

##### 1) Supervisor Training:

All supervisors will receive additional training, beyond that received by employees, dealing with actions that are necessary to provide for the safety of personnel and visitors and the protection of facility assets.

## **3. EMERGENCY RECOGNITION AND PREVENTION**

Through the use of regularly scheduled safety meetings, employee orientations, safety procedures, training programs, and operational procedures, employees will be trained in identifying conditions that might lead to an emergency condition. Employees are instructed, as part of their training and orientation, in the steps to take to prevent and report facility emergency situations when these conditions are found to exist.

### **Fire Prevention**

Listed below are specific procedures that shall be addressed by the facility to minimize the occurrence and impact from a fire emergency.

- 1) The facility is committed to preventing the occurrence of fires and situations that may promote a fire at the facility.
- 2) Fire prevention is the responsibility of all facility personnel. Employees should follow safe practices to minimize fire hazards, and shop managers must ensure that safe practices are followed on a daily basis. Shop managers shall check their work areas daily for fire prevention problems and report these problems promptly to the Safety Director for corrective action.
- 3) All fire protection equipment shall be inspected monthly by the Safety Director or designee. Results of inspection will be recorded and reviewed and provided to the Safety Director.

### **Chemical Release Prevention**

Listed below are the specific procedures that shall be addressed by the management to minimize the occurrence and impact from a chemical spill or release. All areas in the facility will be inspected to check for the following unsafe conditions:

Blocked or locked exits

Poor housekeeping procedures

Smoking in non-designated areas

Flammable/Combustible materials not stored properly

Obstructed access to electrical rooms and panels

### **4. SAFE DISTANCES AND PLACES OF REFUGE**

Safe distances will be determined by the severity of the incident. After notification of an emergency evacuation, employees are trained to evacuate to an upwind location to eliminate any exposure to chemicals. The evacuation location shall be assessed at the time of the emergency to determine if the distance from the hazard is adequate. Once a new location is determined, all personnel will move to the new location, allowing no one to stay behind.

### **5. SITE SECURITY AND CONTROL**

Site security will be maintained by Flagship FastLube only after every employee has been accounted for. The shop manager will designate employees with the proper training to maintain site security and to allow all emergency personnel to enter the site. The appointed employees, however, will not be directed to enter any contaminated or hazardous area. Site security is maintained to keep unauthorized personnel from entering the hazardous area. The designated employees will keep control of the site until relieved by the proper authorities.

## **6. EVACUATION ROUTES AND PROCEDURES**

Each area of the site has designated primary and secondary evacuation points. In the event of an emergency requiring the evacuation of the site, all employees are to immediately leave the facility by the designated route and report to their assigned evacuation point. Should the primary evacuation point be in a hazardous area, employees will then proceed to the designated secondary evacuation point. On arrival at your designated evacuation point, report to the Shop Manager. Shop managers will notify the Safety Director as to the status of personnel assigned to them.

All personnel accounted for, or

Names of missing personnel and location last seen

## **7. DECONTAMINATION**

In the event contamination occurs, decontamination will be conducted by Emergency Responders. Emergency responders should follow standard decontamination procedures. Mass casualty decontamination should begin as soon as possible stripping all clothing and flushing with soap and water. If chemical agents are suspected, the most important and effective decontamination should be performed using a 0.5% hypochlorite solution.

## **8. EMERGENCY MEDICAL TREATMENT AND FIRST AID**

To handle potential workplace injuries, Flagship FastLube will ensure knowledge of basic first aid procedures and stabilizing of victims which will be introduced during orientation training. The Safety Director will ensure that all First Aid supplies are stocked and up to date on a weekly basis. Access to First Aid supplies is available to any employee and will be located at each shop at the designated areas. A working and readily assessable communication system will be available for contacting the Safety Director or outside emergency assistance.

## **9. EMERGENCY ALERTING PROCEDURES**

In order to provide for the safety of employees and visitors, it is essential that early warning of emergency situations be made so that evacuation procedures can be implemented and emergency response organizations notified of the situation. Emergency alerting procedures and emergency equipment inspection shall be tested regularly.

### **Notification for Small Area-Specific Incidents**

Incidents such as individual medical emergencies will generally not require the notification of the entire facility.

**Preferred means of notification**

The telephone will be the preferred means of reporting such emergencies. Reports of emergency situations will be reported to the Safety Director.

**Secondary means of notification**

A runner will be sent to the Administrative Office for a verbal notification of the situation.

**Notification of SERIOUS or Facility Wide Emergency Situation**

Facility wide emergency situations include incidents such as a fire, explosion, or chemical release which require that all or the majority of the facility be notified.

**Preferred means of notification**

The preferred means of notification is by telephone from an area not involved in the emergency situation.

**Secondary means of notification**

A runner will be sent to the Administrative Office for a verbal notification of the situation.

**10. CRITIQUE OF RESPONSE AND FOLLOW-UP**

This section of the Emergency Response Plan will deal with those activities necessary to support employees during and following an emergency situation and those activities necessary to restore operations at Flagship FastLube.

**Documentation**

Documentation of emergency activities is of critical importance following the emergency situation. All records and forms used during the incident to document activities must be retained for reference.

**Responsibility for Incident Documentation**

- 1) Following an emergency situation, the Safety Director will have the responsibility for collecting all records and forms used during the incident. These will be used for several purposes, such as incident investigation, insurance claims, and potential legal actions.
- 2) The Safety Director will prepare a report documenting activities that took place during the emergency situation.

**Incident Investigation**

The emergency situation must be investigated as soon as possible following its occurrence. The investigation is to determine why the incident occurred and what precautions can be taken to prevent a recurrence. In general, the local governmental authorities will conduct investigations related to incidents they respond to. The local fire and police department will generally solicit input and assistance from facility personnel during the investigation process. The Safety Director will lead the investigation for Flagship FastLube, at least during the initial phases.

### **Damage Assessment**

Following the incident, an assessment of damage that has occurred to facility properties and equipment must be conducted. The major goal of this assessment will be to determine the extent of damage to facilities, safety hazards resulting from the incident, and repairs that must be initiated to minimize further damage and restore the facility for operational use.

### **Post-Emergency Activities**

Post-emergency activities are those that tend to the welfare of facility personnel and provide for a review of facility actions during the incident.

### **Incident Debriefing**

The purpose of incident debriefing is to inform personnel about any hazards that may still remain on the facility property following the incident and to identify unsafe conditions that may still exist. Some employees may be profoundly impacted by the events surrounding the incident, especially those involving injuries or loss of life. It may be necessary to provide critical-incident stress debriefing sessions following such incidents.

### **Critique**

The critique of the incident reviews the actions that took place during the incident, both good and bad. A critique is not designed to place blame, but rather to allow for the flow of ideas and recommendations to improve the emergency action plan and the facility policies and procedures.

## **11. PPE**

PPE will be required per CFR 1910.132 protective equipment, including personal protective equipment for eyes, head, ear protection, kevlar sleeves, and protective clothing shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment, chemical hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.

### **Location of PPE:**

New PPE is located in the Administrative Offices. Work activities will be assessed on possible hazard conditions and appropriate PPE will be provided. Training will also occur for the proper use of the PPE at the beginning of employment or as conditions arise. Once issued, employees are then responsible for the maintenance and proper storage of the PPE. Periodic inspections of the conditions of the PPE shall be conducted by the Safety Director.