

Disaster Contingency Plan

Emergency Procedures Manual

**Georgia - Duluth Facility**

DISASTER CONTINGENCY PLAN

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“*EMERGENCY PROCEDURES MANUAL”*

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Emergency Procedures Manual

1. **INTRODUCTION**

This plan is designed to establish guides covering all aspects of emergencies. All employees are to become familiar with this plan so as to minimize injuries when a disaster occurs.

PBD shall enforce the contents of this plan by assigning the responsibility of emergency control by appointing a “Team Leader” and assistants as necessary. There shall be one Team Leader per department and shall be responsible for the following actions:

1. Ensure each employee understands the contents of this manual.
2. Obtain information to deal with the different disasters as defined in this manual.
3. Obtain supplies required to deal with the emergencies defined in this manual.
4. Enforce local Fire Department and Municipal Ordinances as required by law.
5. Schedule and document regular internal walk-thru inspections to seek out potential hazards or violations of local safety ordinances. This shall include, but is not limited to, the periodic evaluation of equipment including portable fire extinguishers, fire hose stations, illumination exit signs, emergency battery lighting, etc.
6. Establish an emergency response team that can deal with the emergency at hand.
7. Provide the plan in multiple languages as necessary.
8. Be responsible for arranging necessary procedures for repairing or replacing any equipment.
9. Maintain and train with equipment.
10. **TEAM LEADER**

The role of the Team Leader and appointed assistants is critical to the daily operation of the company and its profits. The Team Leader must at all times look for potential problems that can lead to employee injuries or the potential hazards describes in this manual. As problem situations are reported by employees, the rectification must be timely and complete. The Team Leader should be notified in writing that rectification has been completed. All appointed assistants must be willing to be trained and partake in training practice drills. Only through a conscientious effort can disasters be kept to a minimum.

1. **EMERGENCY EVACUATION**

In the event of a fire or the other emergency, please follow the evacuation procedures below.

PBD shall have a Team Leader assist in the event of an emergency evacuation. Should an alarm sound, each Team Leader must be proceed as follows:

1. Station themselves at the appropriate locations within the building and perform an assessment to where the danger is.

2. Assist any handicapped employees out of the building or suite.

3. Once all employees are evacuated, exit via the nearest exit, and close the door. ***REMEMBER,*** make sure all handicapped employees have been assisted out of the building.

4. Call 911. Once the fire department arrives, notify them of the safe removal of all personnel. After this has been done, call the security company to inform them of the situation.

All other employees must follow the procedures below:

1. Gather belongings and exit through nearest exit.

2. Remain calm at all times. Walk to the grass area across the parking lot on the North side of the building.

3. Do not attempt to go back inside the building to see what is happening.

4. Do not leave the prearranged location until authorized by the Team Leader.

5. Team Leader shall account for all employees in their department and report any missing personnel.

6. Report any injuries, no matter how minor, to the Team Leader so proper medical attention can be provided by trained medical personnel.

7. Follow all instructions from the Fire Department. And, above all, ***DO NOT RUN*** or push your way to the prearranged location. ***REMAIN CALM.***

1. **EMERGENCIES**
   1. **FIRE**

Please remember the previous emergency evacuations as well as the following precautionary measure during an emergency evacuation:

1. Gather belongings and evacuate the building. Before leaving the office or distribution center, place your hand the door, palm up. If the door feels warm to the touch within five seconds, do not attempt to open it as this indicates the presence of a dangerous fire condition on the other side of the door. Seal the cracks around the door and any other places where smoke appears to be penetrating. If there is a telephone or cell phone in the room, call the Fire Department (9-1-1) and advise them of your location. If there is no telephone or cell phone, see if there is a safe way to a telephone notifying staff members along the way.
2. If the door is not warm to the touch, carefully open it a small amount and check for the possible presence of smoke on the other side. If you feel exiting is safe, alert occupants in other areas within your office or area and proceed to the nearest exit.
3. Proceed outside and meet across the parking lot in the grassy area on the North side of the building.
4. Team Leaders will make assessment of the situation.
5. If emergency is eminent after 15 minutes, hourly employees will go on break.
6. Upon final assessment of the situation from the fire department employees will be instructed to either go home or continue operations.

**Should you find a fire:**

1. Call the Gwinnett County Fire Department immediately by dialing 9-1-1. Give them the address of the building where the fire has been found. Do not assume someone has already called. A follow up call to the security company should be done when possible.
2. Evacuate employees immediately.
3. Team members shall report to their assigned areas of responsibility.
4. All other work stations are to shut-down their operation and report to the designated assembly (safe) area.
5. Team Leaders can guide the Fire Department directly to the scene of the fire.
   1. **SPRINKLER MALFUNCTION**
      1. Notify Gwinnett County Fire Department and Protection One Security Company.
      2. Sprinkler Malfunction Team will shut down water pumps. If they are unavailable, refer to the instructions below:
         1. First Step:
         2. Second Step:
         3. Third Step:
         4. Fourth Step:
         5. Fifth Step:
      3. Move out risk materials.
      4. Once all clear is given, turn on electrical systems and clean up.
      5. Assessment of situation and damages.
   2. **ELECTRICAL FAILURE**

In the event of a power failure, the following instructions should be followed:

1. Follow evacuation plan after a period of longer than 5 minutes of power failure.
2. Contact Jonathan Dervic or Steve Hochradel.
3. Maintenance personnel will attempt to determine if failure is internal or externally caused.
4. If electrical failure is internal, Team Leaders shall begin to inspect all electrical connections and devices for the cause of the failure.
5. Team Leaders shall determine which work stations may be placed back into operation safely.
6. If maintenance personnel are unable to determine cause or extent of failure, Management shall notify the Gwinnett County Fire Department by dialing 9-1-1.
   1. **SEVERE WEATHER**

In case of severe weather, please advise all employees to stay away from windows and bay doors until an “All Clear” announcement is made by the Team Leader. The same warning applies to a tornado watch.

In the event of an actual tornado, advise all employees to move away from windows to a safe area, such as common corridors, restrooms, and interior offices. Lie low with hands covering the back of the head to reduce neck injury. Remain in this position until an “All Clear” announcement is made.

If a tornado warning is announcement, Team Leaders should proceed as follows:

* + 1. Advise all employees to stay clear of all windows and bay doors.
    2. Remind all employees to remain calm and await the “All Clear” announcement.

**FUNNEL FACTS:**

A **TORNADO WATCH** means that conditions are favorable for tornadoes to develop. In this case you should take precautions to protect you and your property, and listen to the radio to keep informed.

A **TORNADO WARNING** means that a tornado has actually been sighted or detected by radar. ***TAKE COVER IMMEDIATELY!***

* 1. **CHEMICAL SPILLS**

In the event of a chemical spill, the following instructions should be followed:

1. The Gwinnett County Fire Department shall be notified immediately by dialing 9-1-1.
2. All work stations in the area of the spill must shut-down their operations immediately.
3. All nonessential employees shall evacuate in a calm and orderly manner to the designated assembly area.
4. Team Leader shall take necessary steps to contain the spill for NON-TOXIC MATERIAL ONLY! The fire department will handle containment and clean-up for all TOXIC AND HAZARDOUS material.
5. The Team Leader shall provide the Fire Department with all pertinent information as to the chemical spilled, material and clean-up methods available.
   1. **FLOODING**

In the event of flooding, the following instructions should be followed:

1. Shut down all work stations immediately.
2. All nonessentials employees assemble to the area designated by the Team Leader.
3. Notify the Gwinnett County Fire Department immediately.
4. Team Leader shall locate source of water.
5. Team Leader shall determine which work stations may be placed back into operation during clean-up operations.
   1. **POISONING**
6. Call 9-1-1 and poison control center immediately.
7. Keep the victim warm and quiet.
8. Find out what type of poisoning or overdosing occurred.
9. DO NOT force liquid or induce vomiting if the victim is having convulsions or is unconscious.

**H.**

* 1. **Operational Failure**

| Red | Full Day Failure, Facility at 0% Operational | NDA shipments are handled, printed or manually created  AC/AM work from home  Drive shipments to UPS or FedEx Retail Store  Inbound stops  Transfers are handled manually  Location look-up via Bulk Locator data extract  Early start next day | Red Team:  Managers & Supervisors  Mark D, Andrea N, Dusty H, Don Z |
| --- | --- | --- | --- |
| Yellow AM Outage | Partial Day, Facility Semi-Operational | Rush orders 100%  Ship regular order as much as possible  Due Work Orders 100%  <1000 orders estimated  Inbound unloads but may hold receipts  Returns is suspended  Transfers are handled manually  Location look-up via Bulk Locator data extract  Early start next day | Yellow Team:  All Red Plus;  Jason S  Kevin L  Chris H  Jennifer T  Maricela  Martha  Robbie  Lisa J |
| Yellow PM Outage | Partial Day, Facility Semi-Operational  Manifesting doesn’t come back until afterhours | Same list of priority; complete orders printed  Obtain NDA shipments manually from AC/AM  Contact dispatch for later pick-up and/or trailer swap | Same as Yellow AM |
| Green | 100% Operational | Business as usual | All associates |

* + 1. **Preparation for Inclement Weather – snow/ice event**
       1. **Facility Manager Checklist** – Inclement Weather has been forecasted and roads may be affected by snow and/or ice.
* Print and review the following checklists:
  + Facility Pre-opening procedure/checklist
  + Facility DR Supply Checklist
* Print phone lists and distribute as needed
  + Personnel contact lists
  + Facility Vendor phone lists
* Meeting/Call with Lisa W. to review the client order forecast and discuss the minimum personnel needed for the orders over the expected days that will be affected by the weather event. Decide who will open the building and report conditions back to Lisa.
* Meet with key personnel and review procedure including the following items:
  + Inclement weather hotline or other communication procedures – employee’s responsibility to check the instructions
  + Safety first
  + Preparation at home
    - Extra food/water supplies for family
    - Childcare alternatives if school is closed
    - Preparation for possible power outage at home (i.e. candles/alternative heat, etc.)
    - Keep a full tank of gas in your automobile
    - Prepare the driveway by salting, shoveling or park at top of hill, etc.
  + Call in and PTO procedures if they are not able to report to work
* Facility Manager to plan and prepare the work for the following day(s).
* Review the possible food options to provide lunch for those able to come to work during the affected days.
  + - 1. **Facility Re-Opening Checklist**
* Check the power in the building. *If power is out, or there is other damage to the building; report to Jonathan Dervic or Steve Hochradel immediately and follow their instructions.*

If power is on, continue down checklist:

* Salt the sidewalks and stairs where employees enter the building
* Mark dangerous areas with cones
* Check the parking lot for dangerous areas.
  + Are there enough safe parking areas?
  + Can more be cleared?
  + Can delivery trucks enter/exit the area?
* Mop & bucket at employee entrances – assign someone in charge of keeping the area mopped up. Set up a fan if needed to help keep the floor dry.
* Check the furnace settings for heated areas and adjust if needed
* Report to Facility Manager when checklist is complete
  + 1. **Facility DR Supply Checklist – Inclement Weather/Power Outage**

The following supplies should be checked and/or re-stocked bi-annually (spring and fall) each year and re-stocked following each event:

* Flashlights/Lanterns and batteries – make sure key personnel know where they are.
* Extra supplies for feeding employees who report to work during event
  + Bottled water/beverages
  + Paper plates
  + Cups
  + Napkins
  + Plastic silverware
* Salt for sidewalks and parking lot
* Snow shovel

1. **RESOURCE LISTING AND PHONE NUMBERS**

**Duluth Facility**

Service Company Number

Fire Department 9-1-1 non-emergency 678-518-4800

Fire Marshall-Stephen Hrustich 678-518-4960

Police Department 9-1-1 non-emergency 770-476-3434

Georgia Poison Control 404-616-9000

Hospital Gwinnett Medical Center-Duluth 678-312-6800

Security Protection One 877-776-1911

Landlord Cobalt 404-249-6440

Electric Company Georgia Power 888-660-5890

Gas Company Atlanta Gas Light 877-427-2464

Gas South 866-458-7400

Fire Sprinkler System Protection One 877-776-1911

Electrician Vinson-McDonald/Jeff Brewer 404-771-0488

HVAC Service Commercial Air 770-886-9762

Plumber Harry Ridley 770-844-8405

Carpenter KC Paint/Ken Palazzo 770-888-5338

Locksmith Unlock-It 770-441-0466

Janitorial Service Jani-King 770-448-2221

Waste Removal Republic Serv. Acct#308004100485 678-963-2800

Forklifts/Rack Crown 770-381-4999

Mailing Equipment Alternative Mail 770-717-8999

Mailing Service Printers STI/Lee Carr 404-355-6262

Packaging Wilheit/Paul Braza 770-401-9835

Supplies IPC/Jeff Block 770-656-3536

Office Supply Office Depot 800-846-2902

Toner Better Office Systems 770-845-6764

1. **DISTRIBUTION TEAM LEADERS AND ALTERNATES**

**Duluth Facility**

| **Director of Operations** | Tim Krupel | 336-409-0021 |
| --- | --- | --- |
| **Operations Mgr. – Duluth** | Mark Durbin | 404-697-7704 |
| **Inbound Lead** | Andrea Neely | 706-781-4816 |
| Alternate/Assistant | Jason Smith |  |
| **Outbound/Manifest/Trucks** | Andrea Neely | 706-781-4816 |
| Alternate/Assistant | Dusty Huggins | 404-935-1606 |
| **Autopacker Lead** |  |  |
| Alternate/Assistant |  |  |
| **Premium Services Lead** | Mike Roberts | 470-213-0266 |
| Alternate/Assistant | Andrea Neely | 705-781-4816 |
| **Building Maint./Sprinklers** | Jonathan Dervic | 330-839-5537 |
|  | Steve Hochradel | 404-308-1618 |
| **Client Services** | Maricela Bachan | 770-639-3040 |
|  | Jennifer Tubbs | 678-548-5031 |
|  | Martha Cousin | 770-355-4009 |
|  | Lisa Johansen | 404-569-6356 |
|  | Robbie Samples | 770-315-2403 |
| **Client Communication** | Brion Zaeh | 770-314-4612 |
|  | Lori Blackburn | 404-229-9912 |
| **PBD Ink** | Don Zindorf | 770-882-5069 |
|  | Chris Herndon | 678-725-7351 |
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1. **EVACUATION MAPS - DULUTH**

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