# Emergency Response Standard

Related Policy

* 300.00 Physical Security Policy

Purpose

The Alight Emergency Response Standard (“Standard”) defines Alight’s standard for maintaining a global program that ensures Alight colleagues are prepared to respond to an emergency issue within the office. This is a global standard that governs Alight Corporation, including all business units and subsidiaries. It supports efficient business operations, preservation of corporate memory and compliance with relevant legal and regulatory requirements.

An emergency is defined as an event with the potential to impact colleagues and/or office operations. Examples would include a medical emergency, fire emergency, dangerous weather, and security related issues such as bomb threats, suspicious persons or terrorism. Most emergencies resolve quickly. Emergencies that do not resolve in a short period of time may then become business continuity/disaster recovery events.

The purpose of Emergency Response preparation is to ensure that each Alight Facility and unit location has defined emergency response procedures so colleagues know to respond in the event of a local emergency.

Standard Statements

### Roles and Responsibilities

* 1. Alight GSS Global Protection Services (GSS GPS)
     1. GSS GPS is the global coordinator for Emergency Response planning.
     2. GSS GPS is responsible for Emergency Response plan development and maintaining a solution for centralized plan retention.
  2. Alight Corporate Real Estate and Facilities

The Alight Corporate Real Estate and Facilities management department is responsible for assisting GSS GPS with local coordination, development, maintenance, and implementation of emergency response procedures for all Alight business unit locations.

* 1. Alight Assigned Location Emergency Response Plan Owner
     1. The assigned owner of the emergency response plan for the facility is responsible for submitting the plan to GSS GPS on an annual basis for posting to the centralized retention point. More frequent updates needed to keep plan details current (i.e. list of training response team members) must be retained on site.

### Emergency Response Plan Development, Implementation and Maintenance

* 1. All Alight facilities must have an Emergency Response (ER) plan.
  2. The Alight ER plan template must be utilized as the format for the plan. If a local plan is provided by building management, the local plan must include all components of the Alight ER plan template, and supplemented to match the Alight ER plan if necessary.
  3. Each Alight facility must have an assigned owner responsible for ER plan development, implementation, and maintenance. The plan shall include written procedures detailing Alight colleagues’ response actions for each type of emergency that could affect an office.
     1. Typical emergency procedure topics include: medical incident, fire, dangerous weather specific to the region (tornado, hurricane, typhoon, monsoon, flooding); security issues (suspicious persons, suspicious objects, terrorism events); earthquake; power loss; elevator entrapment; procedures for persons who need help during an evacuation (e.g., are unable to use stairs by themselves), etc.
  4. Written ER procedures shall address actions for colleagues at large as well as any additional procedures for those Alight colleagues designated to assist with the emergency response.
     1. Procedures shall include a means to assist handicapped persons who cannot use stairs to evacuate. Procedures should incorporate preferred means of assistance based on local fire authority or building landlord direction, e.g., wait in stairwells; have designated helpers move the person to safety, etc. A list of all known handicapped colleagues needing evacuation assistance should be maintained as part of the ER plan.
     2. Written procedures shall include any procedures for colleagues who have to take specific steps before they leave the office (e.g., equipment shut down) or are assigned to search the premises or provide other direction and assistance to colleagues. If all Alight colleagues evacuate immediately, there is no need for this additional step.
     3. Procedures should be posted in common access electronic format for Alight colleagues to have easy access and to facilitate sharing of information through electronic communications.
     4. Procedures shall be available in paper format so they can be accessed during power outages and brought with designated emergency response assistants during an evacuation.
     5. Procedures shall include details about unique alarms, whether audible and/or visual, and detailed response actions for each alarm type.
  5. The ER plan shall have a means to account for people within the affected Alight space (Alight colleagues, clients, visitors, vendors, etc.) following a building evacuation. The process to account for occupants should follow building landlord expectations and/or local fire authority governance requirements. Examples would be maintaining an occupant list or conducting an all clear evacuation reporting system to verify occupants are clear of Alight space. If a colleague/occupant headcount process is required, the assigned location ER plan owner in 1.3.1 shall maintain a current list of Alight space occupants. The list shall be updated at least quarterly or more often as required. Also, the ER plan owner shall ensure there is a process in place such that the list is available for use when Alight personnel are at the designated assembly point following an evacuation.
  6. The ER plan shall include an evacuation map showing evacuation stairwells and routes within the building, and evacuation assembly area/s for Alight colleagues outside the building.
  7. Evacuation maps, high level procedure outline, and emergency response numbers, to include Alight’s GEOC emergency number, are to be posted in large meeting rooms and other common areas where visitors may gather so they know how to respond in an emergency.
  8. Each office shall conduct an emergency evacuation drill at least annually, or more often if required by local regulation. In a multi-tenant building, Alight should conduct the drill in cooperation with building management as part of a building-wide drill with other tenants or as a stand-alone drill for only Alight colleagues.

Communications

Questions regarding this Standard should be directed to the GSS GPS lead in your region.

Legal Conflicts

Alight’s Security Policies and Standards were drafted to address the protections found in existing laws and regulations and may be amended as necessary due to law, regulation, or business requirements. There is no intent to conflict with relevant local laws or regulations. In the event of any conflict with relevant local laws or regulations, they will control.

Alight’s Security Policies and Standards may be supplemented by other policies or standards of Alight. In the case of a conflict or ambiguity, the more specific provisions of any such policy or standard of Alight shall take precedence over the more general provisions contained in Alight’s Security Policies and Standards.

Exceptions

Application of the global physical security policies and standards may vary by region and office, and exceptions and variations may occur, if and when approved by GSS GPS. Please contact GSS GPS at [global.security.services@aon.com](mailto:global.security.services@aon.com) for further guidance on any exceptions or variations that may apply.

Comments

Consult your local fire protection bureau or workplace safety and health authority for information about Emergency Response plan contents for your location.

# Applicable Standards

* None

References & Mandates

* US OSHA Standard 29CFR1910.38
* UK standard: Regulatory Reform (Fire Safety) Order 2005

# Document Control Information

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| Primary Contact | Alight Global Security Services | [global.security.services@aon.com](mailto:global.security.services@aon.com) |
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| Author(s) | Alight Global Security Services | Global Protection Services |
| Approved By | Jim Hartley, Chief Information Security Officer |
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# Revision History

Revision History

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| --- | --- | --- | --- |
| Revision Level | Date | Description | Change Summary |
| 1.0 | 2012 March | Original | Restructured policy due to Aon Hewitt acquisition |
| 1.1 | 2013 June | 2013 Annual Review | Reviewed and validated |
| 1.2 | 2014 June | 2014 Annual Review | Reviewed and validated |
| 1.3 | 2015 June | 2015 Annual Review | Reviewed and validated |
| 1.4 | 2016 June | 2016 Annual Review | Clarified wording and replaced all instances of Security Risk Management (SRM) with Global Security Services (GSS) to reflect new organization name |
| 1.5 | 2017 January | 2017 Update | Name change from Corporate Protection Services (CPS) to Global Protection Services (GPS) |
| 1.6 | 2017 May | 2017 Rebranding | Rebranded policy due to Aon Hewitt divestiture |
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