

Facility Emergency Response Plan (ERP)

Guidebook & Example

Alaa Al Haja

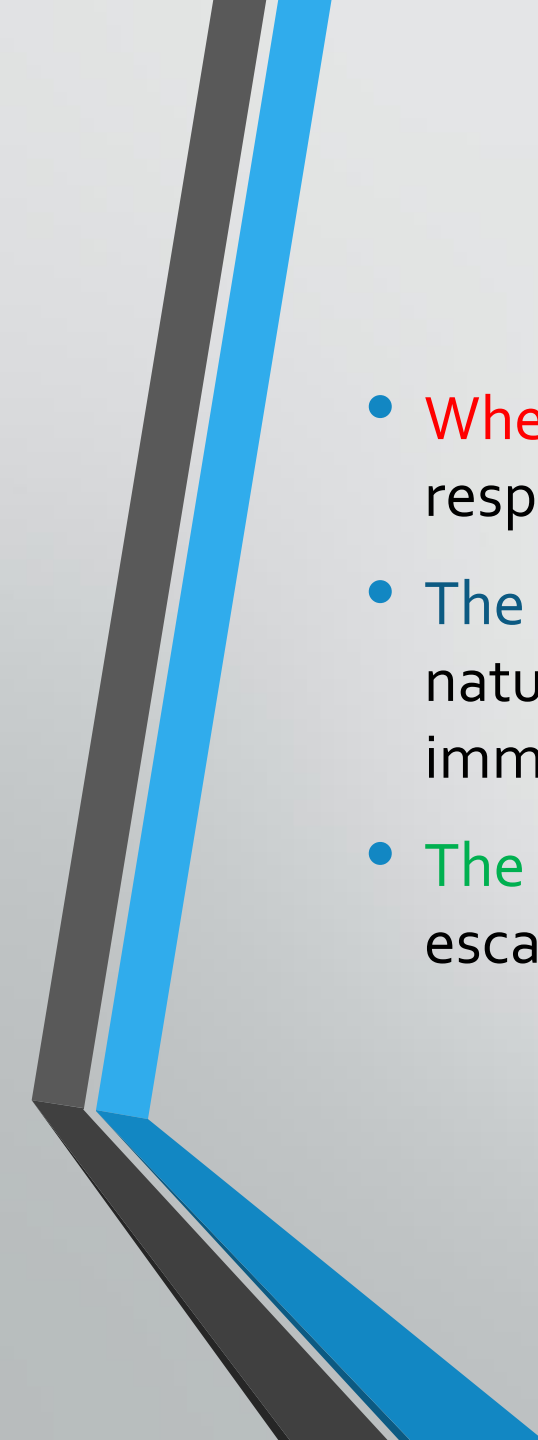
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Emergency Response

According to **IFMA**

“Activities that address the short-term, direct effects of an incident. Emergency or incident response includes immediate actions to save lives and property and meet occupant needs and execution of emergency preparedness plans”.

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- **When an incident occurs**, the organization implements its emergency response Plan and its incident management team and support teams.
 - **The team leader or incident commander** on the scene quickly assesses the nature and severity of the incident and implements the necessary immediate response.
 - **The goal** is to safeguard life, limit injuries, stabilize the situation and prevent escalation of physical damage.

Phase 1 :Planning

- **During this phase**, the organization develops emergency response plan.
- **A communication plan** must be developed separately as part of the emergency response plan.
- The planning process requires **management support** since the plans will require funding and time, and approvals, before they can be tested and implemented.



***planning phase** describe how each component of the response system performs. This entails defining roles and responsibilities, collecting and maintaining requisite supplies and identifying contractors to provide support during an emergency.*

Phase 2 : Train, Test And Drill

- This phase may contribute **the most to successful emergency preparedness** and **Everyone** in the organization must be informed to the extent of their involvement in these processes.
- Those **in charge of evacuating** facility areas must be trained in their responsibilities, the location of supplies and critical areas, the process of evacuation and how to act in different situations.
- **Occupants** may need to be trained only in the location of emergency systems and the evacuation process itself.
- **Those involved in mitigation efforts** will need to be trained in correct procedures, location of equipment and supplies and compliance requirements.
- **Employees** must know where and when they should report for work and any changes in work processes.



Each drill presents an opportunity to learn from the experience to analyze plan specifics and participant performance and to implement changes and additional training as needed.

All Tests must be documented .

Phase 3: Invoke plans / respond, and reconstitute.

- In the event that an emergency is recognized and announced, the emergency response plan is **invoked** and responses appropriate to the incident taken.
- The emergency response team members must assume their **roles**, quickly **gather and share necessary information**, **assess the situation** and make appropriate **decisions**.
- Prompt decisions can affect the safety of occupants, ensure security of facility assets, support business continuity and shorten recovery time and cost

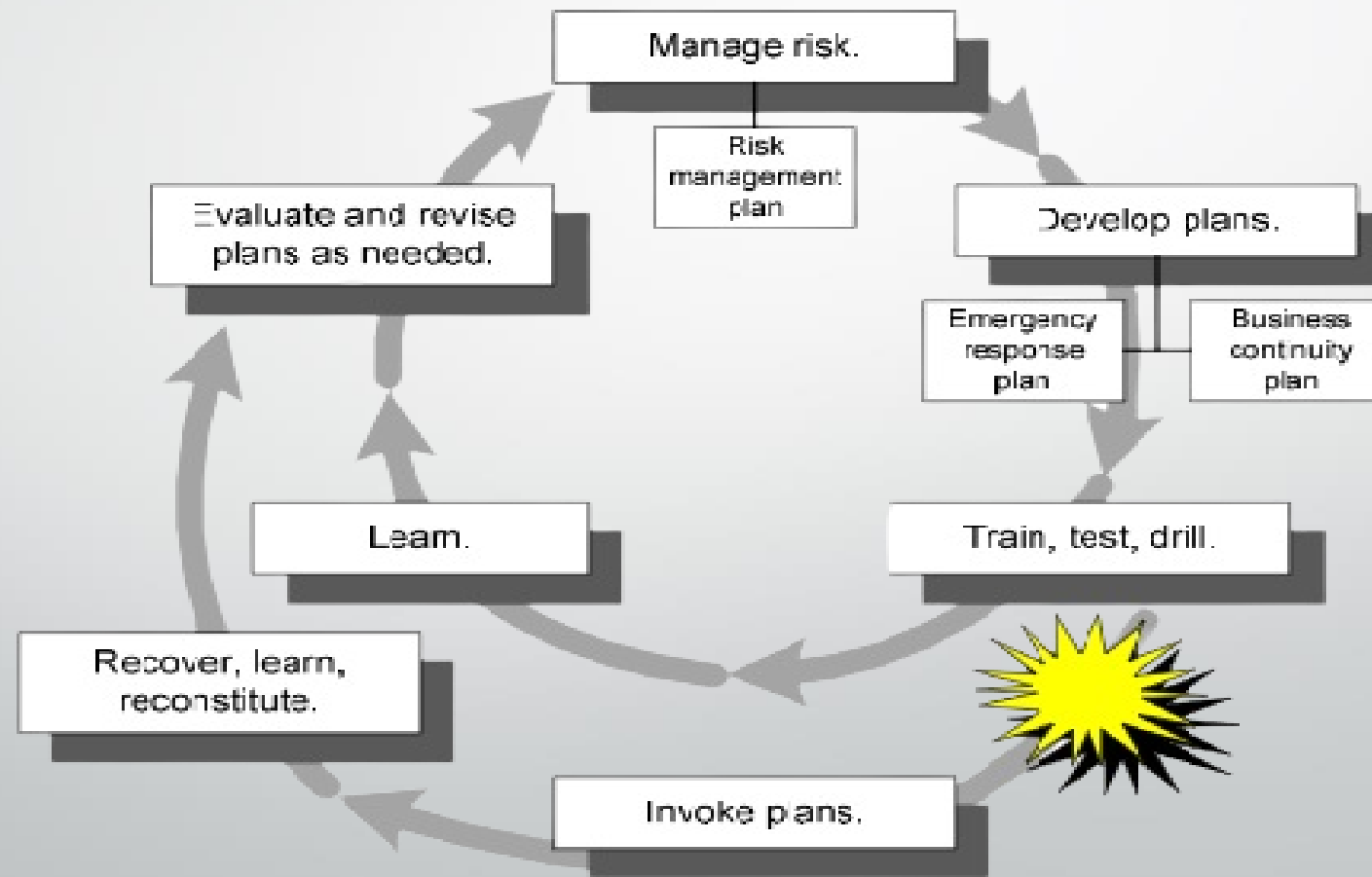


*As with training and drills, **actual emergencies** offer the organization an opportunity to learn and improve their emergency preparedness and responses. Debriefing sessions can identify both weaknesses and opportunities.*

Phase 4 : Evaluate And revise Plan

- Either on a regular basis or when organizational circumstances have changed, the emergency response plans must be revised, analyzed for possible gaps or inadequate protection.
- and revised as needed Whenever there are significant changes in the organization's strategy, processes and assets.
- existing plans must be reviewed and revised to ensure that occupants and assets are adequately protected and that priorities are properly aligned with the organization's strategy and mission.

Emergency Preparedness And Business Continuity Model





Sample Facilities and Property Emergency Management Plan

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1. 1. Introduction, Mission, Scope, and Assumptions

1.1. Introduction

Most emergencies relate directly or indirectly to facilities or infrastructure. Consequently, the facility or property management staff at (name of organization) is uniquely organized, staffed, and equipped for handling emergencies.

Experience has proven that it is best to keep emergency response operations functioning as close to normal day-to-day operations as possible.

With communications tools and a management system already in place, (name of organization) is accustomed to dealing with emergencies.

In addition, the department interfaces daily with contractors who are readily available and can respond to emergencies.

C.1.2. Mission

The facility or property management department of (name of organization) intends to provide a safe physical environment in which its mission remains continuous and wherein safety and property protection are always the number one and two goals.

This plan is designed to maximize human safety and survival, preserve property, minimize danger, restore normal activities of the organization, and assure responsible communication with constituents.

1.3. Scope

Having a well-trained organization with the proper resources in place to respond quickly to all types of emergencies is the key to efficient and effective emergency preparation and management.

For (organization name), preparedness means assembling, organizing, training, and exercising all personnel to meet all emergency requirements.

For management of any level of emergency, (name of organization) will immediately respond to the incident, engage in identification and assessment of the problems, repair or mitigate the problem, and establish a plan for complete recovery.

The facility or property management department of (name of organization) will provide:

- A. Technical advice and evaluation.
- B. Engineering services in the form of building condition surveys, troubleshooting, and in some cases design.
- C. Contracting support for inspection services and emergency repair of structures and systems.
- D. Damage mitigation, assessment, and recovery services.
- E. Trained response teams geared toward various emergency scenarios.

1.4. Assumptions

- A. All personnel have been trained and drilled.
- B. All equipment has been inspected and deficiencies are being corrected.
- C. The work management section can easily transition to the Facilities Emergency Operations Center (FEOC).
- D. Contractors and vendors are available to provide support in accordance with their memoranda of agreement.
- E. Proper support equipment is available, usable, and inventoried.

2. Policy Statements

All support activities will be provided in accordance with existing organization policies, and local municipality and Federal laws and regulations.

All (name of organization) personnel will work in accordance with their departmental policies, procedures, and regulations.

3. Definitions

What is an emergency?

An incident or series of critical incidents which requires the (name of organization) to disengage resources from normal operations to provide extraordinary protection of life, property and/or operations shall constitute an organization emergency.

What is the Command Operations Center (COC)?

The Command Operations Center (COC) is used during any major emergency. The COC is fully equipped with communications equipment, administrative supplies, and other items. The COC develops and then provides all appropriate information to the (name of organization) Executive Committee for final decisions on managing an emergency incident. It is the central clearinghouse of information for (name of organization).

What is the Facilities Emergency Operations Center?

The Facilities Emergency Operation Center (FEOC) is initiated from the Work Management Center within the facility or property management department of (name of organization). This operation is put into effect for any major emergency.

4. Standards

The following standards and guidelines assist (name of organization) in the planning, development, implementation, and evaluation of institutional business continuity and enterprise resiliency plans and programs.

A. National Fire Protection Association (ANSI/NFPA) 1600, "Standard on Disaster/Emergency Management and Business Continuity." 2010 Edition.

B. ASIS International—Business Continuity Guideline, "A Practical Approach for Emergency Preparedness, Crisis Management, and Disaster Recovery."

C. ASIS International—2008 Draft, "Organizational Resilience: Security, Preparedness & Continuity Management Systems."

D. Title IX of H.R. 1 and Public Law 110-53 "Framework for Voluntary Preparedness." August 2007.

E. DHS/FEMA Federal Continuity Directive 1 (FCD 1), "Federal Executive Branch National Continuity Program and Requirements." February 2008.

F. International Organization for Standardization (ISO)/Publicly Available Specification (PAS)—ISO/PAS 22399 "Societal Security: Guideline for Incident Management and Operational Continuity Management." 2007.

G. British Standard Institution—BS 25999 "Business Continuity Management Standard." November 2007.

H. National Institute for Standards & Technology (NIST). NIST Special Publication 800-34 "Contingency Planning Guide for Information Technology Systems."

**** Or Any internal / External standard**

5. Emergency Management Resources

A. Facility intelligence

Facilities and property management managers have access to specific building data during an emergency incident.

Detailed facility intelligence information is available at (archive location) on the following:

1. Life safety system

- a. Fire Alarm control unit
- b. Fire Alarm annunciator panel
- c. Sprinkler valve locations
- d. Fire department connections
- e. O & M manuals
- f. Plans

2. Electrical system

- a. Main electrical distribution riser
- b. Electrical panels
- c. High voltage feeders

3. Emergency power generators

4. Domestic water valve locations

5. Updated building drawings

6. Data plate information on building equipment

7. Natural gas shutoff valve locations

B. Space access

Facility and property management organizations and public safety can provide access to locked areas in an emergency.

C. Supplies and equipment

During certain emergency condition, the facilities or property management stock room will have the necessary equipment and supplies to assist the response team during an emergency. For example, during flooding conditions, wet vacuums may be needed as well as dehumidifiers. The stock room keeps a limited quantity of emergency equipment and supplies at the ready.

6. Emergency Notification Procedures

Once facility and property managers are notified of an emergency, they will initiate emergency response operations.

When an incident occurs, public safety officers are dispatched to the scene and the VP for Safety and the senior administrator on call are notified.

Public safety officers, functioning as the Authority Having Jurisdiction (AHJ) for (name of organization), provide direction and assistance in the mitigation of the incident, including coordination with law enforcement, fire or emergency personnel.

7. Emergency Management Planning Meetings

Initially, there will be chaos trying to determine the specifics about what happened, what are the impacts, and what has to be done immediately to contain and control the situation.

As soon as preliminary information is available (probably within 1 hour of the emergency event), the facility or property manager will call a planning meeting.

The purpose of this meeting is to collect factual information and provide guidance to the staff.

All managers are required to attend the emergency management planning meetings. Subordinate supervisors are also encouraged to attend, but that decision should rest with their immediate manager.

The meeting will last no longer than 1 hour. Future meetings will be scheduled.

Initially, it may be that meetings are held every 6–12 hours until the situation is under control.

At that point, meetings may be scheduled early every morning in order to get status reports and provide any information from the organization's leadership.

As a minimum the agenda should be as shown below:

- A. Summary of what is known (Intelligence)
- B. Status of environmental conditions, e.g., weather (freezing temperatures, snow, ice, and so forth)
- C. Status of damage assessment inspections conducted
- D. Status of equipment and material (e.g., amount and location of deicing material)
- E. Discussion of concerns
- F. Go around the table and allow managers to voice their opinion and recommendations
- G. Communications coordination
- H. Facility or property manager guidance to staff

8. Emergency Levels

Rankings that classify emergencies according to their severity and potential impact to the life and/or property are emergency levels.

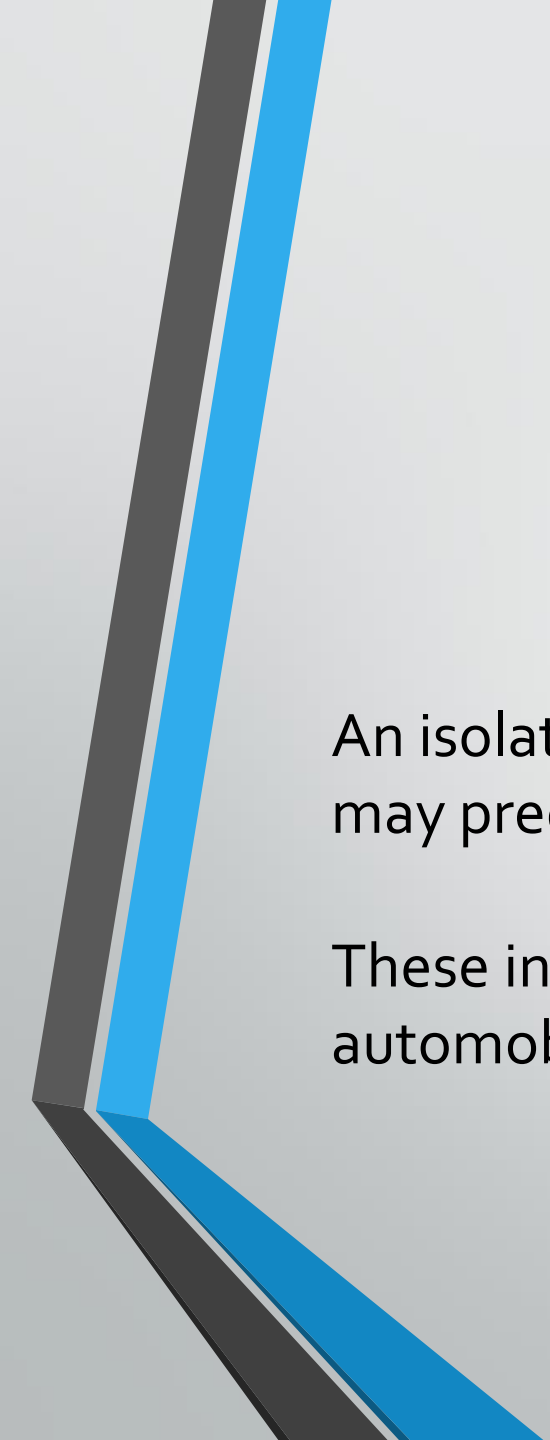
The Emergency Management Plan adopts FOUR response levels to classify the estimated impact of an event on the operations of (name of organization).

The (name the position) directs actions to prepare for and increase readiness levels and respond to incidents that may occur.

The (name of position) coordinates the appropriate emergency response dependent on the level and nature of a specific incident.

Level 1 and 2 incidents may or may not utilize all of the organization's emergency resources and could even be managed by other organization officials as appropriate.

Level 3 and 4 incidents necessitate the activation of all emergency protocols.



8.1. Level 1: Isolated Incident

An isolated incident is a single-issue incident that may involve individuals who may precipitate public inquiry by their behavior or illegal activity.

These incidents do not disrupt routine operations (i.e., employee misconduct, automobile accident).

8.2. Level 2: Developing Incident

Developing incidents have the potential to develop beyond an isolated incident, such as an approaching weather pattern, regional security situation or pending event as well as situations that generate a limited individual impact on employees or normal business operations.

These incidents are monitored and have the potential to either diminish or escalate as the situation continues (i.e., tornado warning, blizzard predictions, sniper incidents in metro area).

8.3. Level 3: Immediate Incident

Immediate events are those that require multi-level management decision-making but take place in a relatively contained area and do not severely disrupt routine operations.

Situations may involve serious physical injury or death of an employee, contractor, vendor, or visitor, criminal assault and/or events that have the potential to generate more harm to life, limb, or property (i.e., suspicious persons or packages, violent protest).

8.4. Level 4: Regional or National Emergency

A regional emergency is an event or series of events that seriously disrupts routine business in order to provide extraordinary protection of life, property, and/or continuity of operations (i.e., hostage situation, mass casualty/injury, explosion, aircraft crash).

A regional emergency is an event or series of events that threatens or disrupts the local community, which impairs the (name of organization) ability to access regional resources normally made available by government support agencies (e.g., terrorist warning, biological, chemical, or radiological attack).

9. Emergency Support Functions

Emergency Support Functions (ESFs) follow the Incident Command System (ICS).

The ESF is organized into teams. These teams involve all the departments within (name of organization).

Teams are established based on their function and capabilities.

Facilities and Property Management will operate as Emergency Support Function #3 (ESF-3) if an emergency is identified and the Emergency Management Plan is put into effect by the COC.

The facility and property managers have been designated, by the VP of (name of organization), as the overall coordinator of ESF-3.

9.1. (Name of organization) EMERGENCY SUPPORT FUNCTIONS

- ESF1: Administration
- ESF2: Information Technology
- ESF3: Facilities/Utilities/Engineering/Public Works
- ESF4: Finance
- ESF5: Emergency Planning (Emergency Operations Center [EOC])
- ESF6: Community Care
- ESF7: Hazardous Materials (includes environmental management)
- ESF8: Auxiliary Services
- ESF9: Law Enforcement
- ESF10: Public Affairs
- ESF11: Transportation
- ESF12: International Affairs

10. Damage Assessment, Recovery, and Deactivation

Once the incident has been resolved and order restored, a process of deactivation and recovery is required to ensure the

integrity of the scene and enact a process to completely repair any damage incurred during the incident. During this phase, a plan is developed by the COC for smooth transition to normal operations by coordinating with other relevant organization groups and federal and local organizations.

All personnel involved in the incident should be directed to prepare after-action reports and a complete review of the incident. It may also become necessary to establish a damage assessment team.

During emergencies, the damage assessment team determines the nature of the emergency and the extent of the damage.

The team then reports back to the facility or property manager, and the COC with recommendations for a plan of action.

The composition of the team should include:

- A. **The Director** of Project Management as the team leader.
- B. **Engineers**—civil, mechanical, electrical, fire and safety, and structural.
- C. **Architects**
- D. **Specialists**—construction and maintenance personnel with expertise in plumbing, steam, low and high voltage electricity, lock and key, carpentry, operating engineering, heating, ventilation, and air-conditioning, real estate, security, seismic, and interior design.

The assessment team will:

- A. Provide timely, accurate assessment of any emergency situation.
- B. Formulate plans to stabilize the situation with the goal of protecting individuals and property during rescue operations.
- C. Coordinate all damage assessment functions.
- D. Advise the local emergency response organizations.
- E. Advise construction contractors, maintenance personnel, material suppliers, and utility suppliers concerning safety and recommended corrective repairs.
- F. Survey facilities, buildings, and infrastructure and submit reports to the emergency operations center.
- G. Coordinate utility information and interruption.
- H. Oversee the disconnection of unsafe utility services.

In case of an emergency:

- A. The team will determine the extent of the damage and whether (and how badly) anyone might have been injured. If the damage is severe, it may be necessary to use qualified members of the assessment team to help stabilize the situation or recommend immediate plans.
- B. The team leader reviews the assessment with each team member and compiles a preliminary status report.
- C. The report is sent (delivered or called in) to the facilities emergency operations center. This information can also be useful for the public relations staff in dealing with the media.
- D. Eventually, these reports will help determine cost for recommended corrective work. It is critical that a database of this information be preserved and updated.

Damage assessment information may be found in warranty information, manufacturer's recommendations, manuals, PM databases, drawings, and construction plans.

Necessary equipment for the damage assessment team must be identified and procured before they are needed.

The equipment should be recorded in a database and team members should know where to find them. In addition, the facilities organization should also have standing contracts, which can be initiated immediately.

Recovery includes:

- A. Restoring building safety systems: fire annunciation, fire suppression, building access systems, environmental controls, security and panic alarm systems.
- B. Ensuring that fire protection equipment (smoke and fire alarms) has been cleaned and tested before building is occupied.
- C. Checking electrical systems (cables, connections, motor control centers, etc.) to ensure there is no possibility of shorting out due to fire suppression activation.
- D. Restoring electric power.
- E. Checking ventilation systems.
- F. Restoring medical gases.
- G. Restoring boilers to normal operation.
- H. Changing HVAC equipment filters. Note: Mechanics should be protected due to possible residual material on the filters.
- I. Checking sanitation systems; especially, in kitchens. Ensure exhaust fans work.
- J. Checking ceilings to ensure they are secure and not in danger of collapse. For suspended ceilings ensure there is no debris located above the ceiling that could eventual fall through.
- K. Beginning cleanup of debris (open top dumpsters may be needed).
- L. Removing trees or portions of trees and cleanup of grounds.
- M. Inspecting building interiors.
- N. Checking and initiating preventive maintenance on emergency generators and transfer switches.
- O. Assisting the Information Technology personnel with restoring communications.
- P. Inspecting and cleaning mechanical rooms, boiler rooms, electrical rooms, emergency generator rooms, etc.
- Q. Restoring chill-water and steam, if the facility or property has such.
- R. Conducting thorough cleaning of the facility. Ensure that custodians are protected by using gloves and coveralls.
- S. Collecting all cleaning and facility recovery waste and disposing in plastic bags. Contact local authorities on disposal method.
- T. Restoring and protecting undamaged property.
- U. Initiating salvage operations.
 - 1. Segregate damaged from undamaged property.
 - 2. Determine a holding site where damaged material/equipment can be stored until viewed by the insurance company.
 - 3. Contact salvage companies. Once damaged goods are released, they can be turned over to the salvage company.
 - 4. Ensure everything is DOCUMENTED properly.

11. Emergency Training and Drills

A. Training

All facilities and property management staff will receive some type of continuous emergency response training in accordance with the overall organization planning and training program. As stated in the organization's emergency management plan, "adequately trained personnel can ensure an improved response to any emergency." This training will include the following:

1. In-class seminars to identify, discuss, and review emergency specific emergency procedures.
2. Self-study style training videos, which are specific to the prescribed emergency protocols.
3. In-the-field emergency response drills to reinforce theoretical procedures.
4. Essential training for all facility and property employees, which includes:
 - a. Basic first aid
 - b. Confined space
 - c. Lockout-tagout procedures
 - d. Annual light search and rescue
 - e. Evacuation procedures
 - f. Shelter-in-place procedures
 - g. Fire extinguisher training
 - h. Proper inspection and survey procedures
 - i. Communications
 - j. Hazardous materials (identification and cleanup)
 - k. Documentation and reporting requirements
 - l. Damage assessment inspection
 - m. How to use equipment: radios, cell phones, video, and digital cameras
 - n. How to fit, test, and use personal protective equipment (PPE)

B. Review of Emergency Procedures

The organization will conduct a bi-annual review of its emergency response procedures to update and/or modify each operation to ensure adequacy.

All updates to the organization Emergency Management Plan will be incorporated into the organization response procedures. The status of threat levels and pertinent safety alerts will be communicated to the facilities and property management staff.

C. Emergency Response Drills

The organization will conduct organization training drills in association with the organization safety group. An organization-wide emergency response summit will be conducted with all organization first-responder teams to identify the building-specific aspects to each facility or property. This program will accompany the distribution of building specific emergency response intelligence data for each building.

D. After-Action Report Format and Training

A format for after-action reports will be designed and implemented for use by all organization staff associated with emergency response activity. A training program required for after-action reporting will be developed for all facility and property emergency responders.

12. Responsibilities

A. General

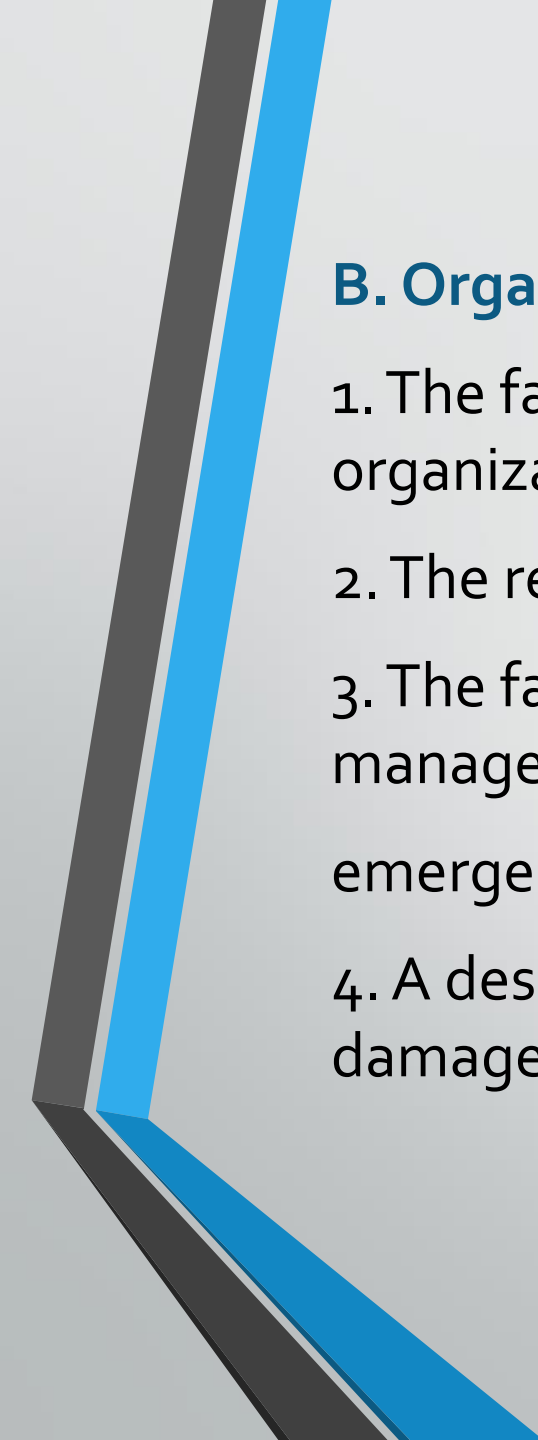
At the onset of an emergency, facility and property managers will activate their emergency management plan and activate the Facilities Emergency Operations Center.

In anticipation of emergencies, facility and property managers will develop a training program to enable the organization to respond to emergencies.

This training will include exercises and drills.

Additionally, emergency response teams will be developed with personnel identified and trained for each team.

The operations, administration, and logistics of the plan will make use of the existing standard operating procedures (SOP).



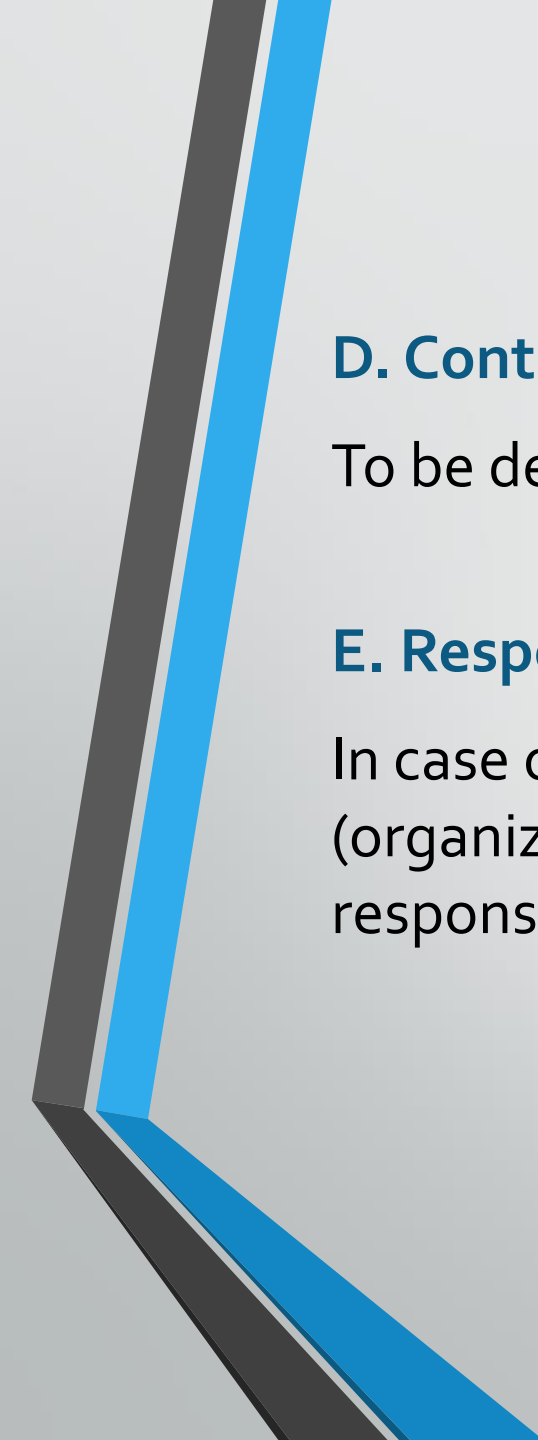
B. Organization

1. The facilities or property manager will provide liaison to the COC and other organization departments.
2. The resource manager will operate the FEOC.
3. The facilities and property management subordinate maintenance managers and supervisors will lead the response emergency support teams.
4. A designated project manager will coordinate, identify, train, and lead the damage assessment teams.

C. Response action

Facility and property managers, through subordinate managers, will:

1. Assess the emergency situation and provide support as required.
2. Establish liaison with the other organization departments and response teams.
3. Check all communication equipment.
4. Make preparations to transition to the FEOC mode (24-hour operation).
5. Organize to support the immediate situation.
6. Call in damage assessment team personnel as needed.
7. Assemble facility plans (make copies for each team member).
8. Determine if there are any casualties and report that information to the COC.
9. Determine the extent of the damage.
10. Determine additional support required.
11. Coordinate with vendors and suppliers for energy and fuel support and supplies.
12. Focus on the restoration of utilities.
13. Notify contractors and vendors of impending support requirements.
14. Establish redundant contracting systems in the event of damage to files.
15. Assist with identifying and negotiating for alternative office, warehouse, and academic space.



D. Continuous actions during emergency:

To be determined at the time of the incident.

E. Responsibilities: Lead Department

In case of an emergency, the facilities or project management department of (organization) will function as lead department and will provide quick response, technical support, and other assistance to the entire organization.

13. Interaction with External Groups

The facility or property management Emergency Support Function #3 will often interact with groups that are external to (name of organization) during emergency situations. These incidents can become extremely stressful and frustrating for (name of organization) staff as well as groups or individuals external to the organization.

The following policy will serve as a guideline for expected (name of organization) staff conduct during these situations:

Conduct yourself professionally and adhere to organization policies and procedures at all times when in contact with other employees during an emergency.

This includes:

- A. Presentation of (name of organization) identification.
- B. Proper uniform and appearance.
- C. Utilize effective communication.

Allow the on-site public safety first responder to assume incident command and direct all questions to the public safety incident commander.

Do not discuss any emergency incident with any individual or group external to the organization unless specifically directed to by a (name of organization) official assuming incident command (such as communication with contractor at the direction of the FEOC).

Never conduct a media interview of any type for any reason!!!

The spokesperson for (name of organization) is the VP of the Public Relations Department.

14. References

The following sources have been used to help develop this emergency plan:

1. General Industry Emergency Response (29 CFR 1910 pub.3122)
2. Emergency Management Guide-ARC (FEMA)
3. Accident Prevention for Industrial Operations (NSC)
4. Emergency Action Plan (29 CFR 1910.38)
5. Medical Services and First Aid (29 CFR 1910.151)
6. Confined Space Entry (29 CFR 1910.146)
7. Chemical Process Safety Management (29 CFR 1910.119)
8. Risk Management Program (EPA: 40 CFR, Part 68)

15. Attachments

Specific Emergency Procedures have been developed in accordance with established SOPs.

A. Bomb Threat

B. Chemical or Hazardous Material Spill

C. Criminal Behavior

D. Explosion

E. Fire

F. Infectious Disease Outbreak

G. Medical Emergency

H. Natural Disaster

1. Earthquake

2. Hurricane

3. Tornado

4. Inclement Weather Emergency

5. Heavy Rain, Heavy Wind, Lightning Activity

I. Terrorism

1. Biological/Chemical Weapon Attack

2. Suspicious Activity

3. Heightened Threat Level

4. Active Shooter



J. Transportation Accident

1. Aircraft Accident on Campus
2. Train Accident in Surrounding Area
3. Vehicle Accident on Campus or the Surrounding Area

K. Utility Failure/Emergency

1. Electrical Failure
 2. Elevator Failure
 3. Plumbing Failure
 4. Steam Line Failure
 5. Ventilation/HVAC Failure
 6. Unplanned Outage or System Malfunction
 7. Natural Gas Leak
 8. Emergency Equipment Shutdown
 9. Disaster Recovery Procedure
 10. Emergency Winterization Procedure
 11. Electrical Load Shedding
 12. Fire Protection System Impairment
 13. Underground Storage Tank Emergency Response
- ## **L. Shelter-In-Place**
- ## **M. Evacuation Procedures**
- ## **N. Emergency Closure of (name of organization)**
- ## **O. Contact Lists**

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