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Building Emergency Response Plan

**For: Milford Facility
Routes 6 & 209
Milford, PA 18337**

10-30-2020 Rev. 4

REV. 4

EMERGENCY RESPONSE PLAN

DATE:
10/30/2020

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DATE: 8/1/2019

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DATE: 8/12/2019

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DATE: 11/05/19

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1. PURPOSE

The purpose of the Emergency Response Plan (Plan) is to define emergency response protocols for a variety of emergency situations that include security threats, medical/fire/law enforcement, weather emergency and evacuation events involving the Facility. The Plan is intended to be a guideline as every possible eventuality cannot be anticipated.

2. APPLICABILITY

This procedure applies to all employees, contractors, visitors and others who may be on-site during various emergencies including but not limited to fire, security incident, medical emergency, tornado/severe storm, or a bomb threat.

3. RESPONSIBILITIES

- A. The Crisis Management Team (CMT), for the purposes of this Plan, is responsible for the development, revision and execution of this Plan. The CMT is also responsible to ensure that drills and exercises related to various emergency scenarios covered in the Plan are conducted to evaluate the effectiveness of the Plan at a frequency to be determined by the CMT.
- B. CMT Chairperson is responsible for organizing & conducting CMT meetings, training and overall execution of the Plan.
- C. Incident Commander (IC) is responsible for ensuring the appropriate external agencies are notified and managing all aspects of the response utilizing the Incident Command System.
- D. Emergency Coordinators shall "sweep or clear" their area to ensure that all employees, visitors and contractors are evacuated from the building safely and are accounted for at the Rally Point. Emergency Coordinators also verify that personnel who are unable to evacuate themselves are assisted in evacuating the building by co-workers.
- E. Employees are responsible to know and understand this Emergency Response Plan. All personnel who are hosting or escorting contractors or visitors at the facility shall ensure that they are familiar with these emergency response procedures.



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4. EMERGENCY RESPONSE OVERVIEW

This Plan provides immediate action steps to be used in a variety of emergencies. It is impossible to provide the exact steps to be followed in all emergencies. Emergencies can involve several types of problems at once (a fire with corresponding injuries and a release of hazardous materials for example). The goal is to minimize an emergency's impact on the occupants, building, contents and operations. To achieve this goal, the Plan specifies the actions that should be taken prior to, during, and after the various types of emergencies which can be reasonably anticipated. The cause of emergency evacuations may include fire hazard, bomb threat, violent acts and utility service interruptions. The Plan also assigns responsibilities for action to a specific person or group assigned to the Facility.

- A. This Plan does not contain an Evacuation Map that is current for this Facility and therefore, none is included in or required for this Plan. Nonetheless, in all instances, **the process remains the same: identify your nearest unobstructed exit represented with illuminated exit signage; exit the building and proceed to the designated rally point.**
- B. The location for the Primary Rally Point for ALL structures is shown in **Exhibit A**.
- C. Any questions from the news media or the public should be referred to the Public Information Officer (typically someone from the Communications group) for response.

Specific departments shall be made aware of the emergency should specialized assistance be needed. The Primary & Secondary Incident Commanders (Brian Schuetzler & Anthony Cooper) will be responsible to make these notifications. These groups include, but are not limited to:

Table 1

Department	Name	Office #	Cell #	Other
Dispatch				888-484-4782
Building & Grounds	Chuck Smith, Supervisor B&G or William (Bo) Barcheski, B&G Lead	570-829-8849 570-829-8879 570-829-8849	570-550-4183 570-550-4183 570-466-2399	
Human Resources	John Beberus, Human Resources Leader	570-829-8661	570-407-8873	
Safety Department	Tim Truax, Safety	570-829-8711	570-606-5480	



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	Administrator II			
Communications	Keith Dorman, VP of Comm.	610-796-3485	484-219-9549	

5. CRISIS MANAGEMENT TEAM

A. The Crisis Management Team is a group of individuals who work in the Facility and are responsible to ensure that this Plan is administered according to the tasks identified in 5B below. The team typically is made up of representatives from security, safety, facilities management, HR and functional business units.

Table 2

Crisis Management Team (CMT)		
<i>Name</i>	<i>Cell Phone</i>	<i>Location</i>
Brian Schuetzler	570-466-9360	Milford Office
Anthony Cooper	570-229-6940	Milford Office
Jeremy O'Neill*	570-466-9359	Honesdale Office
Charles (Chuck) Smith*	570-550-4183	Empire Office, Bldg. J, 2 nd Floor
Tim Truax*	570-606-5480	Empire Office, Bldg A-1 st floor
Chris Clancy	570-332-2625	Empire Office, Bldg A-3 rd floor

**Denotes First Aid/CPR/AED trained*

B. The Crisis Management Team Chairperson or delegate(s) from the CMT is/are responsible to ensure that the Plan is administered according to the instructions below:

1. Designate the facility's Emergency Coordinators and ensure that these positions remain filled.
2. Appoint a person familiar with the building layout, systems and hazards, to support responding emergency agencies.
3. Ensure the Facility Rally Points are communicated to all employees.
4. Ensure all phone numbers and details in the Plan are kept up to date.
5. Ensure that Employees, the Crisis Management Team and Emergency Coordinators know where the Plan is filed.



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6. Coordinate annual training for the Emergency Coordinators.
7. Ensure all members of the Crisis Management Team are trained in the Incident Command System (ICS).
8. Coordinate with the Emergency Coordinators to conduct a drill of an emergency scenario at least once a year.
9. In an actual emergency involving a building evacuation (non-drill), advise senior management if it is recommended to dismiss employees for the day if returning to the building is not possible.
10. Meet semi-annually to review the Plan, make any changes based on exercises or actual events and plan for future exercises.
11. Maintain a plan to assist personnel who are unable to evacuate themselves via emergency exits and/or need assistance to evacuate.

6. INCIDENT COMMANDER

- A. The Incident Commander (IC) is a person designated from the Crisis Management Team to implement this Building Emergency Response Plan during an emergency. The IC is responsible for all aspects of the response, including developing incident objectives and managing all incident operations utilizing the Incident Command System (ICS).
- B. The IC is responsible for ensuring that external agencies (e.g. police, fire) are notified and coordinating a response to the incident focusing on three major priorities: life safety, stabilizing the incident and property conservation.
- C. Upon activation of the CMT, an IC will be designated to assume the role of the IC as specified in order in Table below. Any UGI employee who is a member of the CMT may serve in the role of IC depending on what CMT members are in the building at the time of the emergency.
- D. The IC is in-charge of an emergency response and will remain in-charge until a transfer of command and control of the emergency with another internal company trained IC or with external emergency response agencies (e.g. fire and/or police departments) assuming command of the emergency.
- E. Transfer of command shall include a briefing on incident status before relinquishing command. The briefing can be verbal, written, or a combination of both.

Table 3

Incident Commanders (in order & as available)



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1. Brian Schuetzler	(cell) 570-466-9360
2. Anthony Cooper	(cell) 570-229-6940
3. Jeremy O'Neill*	(cell) 570-466-9359

7. EMERGENCY COORDINATORS

- A. Emergency Coordinators (ECs) are employees located at the Facility who volunteer to assist in the orderly evacuation of the building if deemed necessary. A list of ECs is found in **Table 4**.
- B. ECs shall ensure that all employees, visitors and contractors in their area of responsibility are evacuated from the building safely and are accounted for at their Rally Point area if an evacuation is required. ECs also verify that personnel who are unable to evacuate themselves are assisted by co-workers.
- C. The ECs are responsible for taking accountability of the employees on their list when they arrive at the Rally Point.
1. The person responsible for taking roll call should begin immediately
 2. An Accountability Roster is provided to each roll taker to facilitate taking accountability at the rally point
continue until all names have been taken.
 3. A "sweep" report is provided to the IC when all areas have been completely evacuated.
 4. An "all clear" may be given by the IC to ECs once the building is deemed safe.
- D. ECs will be trained in the implementation of this Plan.

Table 4

Emergency Coordinators	
Name	Phone
Brian Schuetzler	(cell) 570-466-9360
Anthony Cooper	(cell) 570-229-6940

8. EMPLOYEES



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- A. Employees are responsible to know and understand this Emergency Response Plan. All employees who are hosting or escorting contractors or visitors at the facility shall ensure that the personnel they are hosting are familiar with these emergency response procedures. Various emergencies may trigger implementation of all or a part of the Plan. Employees should remain aware of their surroundings and comply with any emergency response communication and/or instruction provided.
- B. When evacuating, leave through the closest exit and walk to the Rally Point shown on **Exhibit A**. There may be some situations in which an evacuation is not advisable. For example, if the emergency is outside the building, employees may be safer inside. If you are responsible for visitors at the facility, you are responsible for ensuring they are familiar with this Plan and that they are accounted for during an emergency evacuation.
- C. Employees shall self-report to their EC if they are unable to evacuate without physical assistance. In this situation, employees needing assistance will wait inside an exit stairwell until external first responders arrive and evacuate them. This is important when employees are temporarily impacted for a short period of time.

9. EMERGENCY NOTIFICATION

- A. If a situation occurs that may not trigger the building's evacuation, notification by the Crisis Management team will be made to any Emergency Coordinators or employees. Events such as severe weather, facility emergencies, security alerts, community incidents or other critical incidents may require o update the Milford Facility with on-going or periodic updates. The notifications will provide recipients with event details and initial response actions. All emergency notifications will contain at a minimum the following information, in this order.

- 1. Nature of the incident
- 2. Location
- 3. Actions to be taken by affected populations
- 4. Resume normal activities notification

10. FIRE / EMERGENCY EVACUATION RESPONSE

If you discover smoke or fire, immediately notify others and the Incident Commander in-charge. After receiving the emergency notification, employees will use the closest exit out of the building to the appropriate Rally Point. If at your desk, gather items quickly (i.e. coat, purse, vehicle keys, essential medicines, computer). If not at your desk, exit the building at the nearest exit. Do not attempt to go back to your desk for belongings.

- A. All building occupants will assemble at the designated Facility Rally Point (See **Exhibit A**). Personnel who are permanently or temporarily unable to evacuate themselves shall self-report their status to their Emergency Coordinator.



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- B. In *non-fire emergency conditions*, the Crisis Management Team, together with the Incident Commander will assess the situation and provide instruction/guidance as appropriate. If a building evacuation is necessary, notification will be executed by the Incident Commander (IC) by activating the fire alarm, or by initiating the call tree to the Emergency Coordinators.
- C. It is the responsibility of the host employee of visitors to ensure that visitors follow proper evacuation protocol and are accounted for in a building evacuation.
- D. The Emergency Coordinators will account for each employee in their assigned area at the Rally Point and ensure that any personnel needing assistance that are still in the Facility is immediately reported to the Incident Commander. Final accountability status will be communicated to the Incident Commander. Employees should remain at the Rally Point until the "all clear" is given by the Incident Commander.
- E. The Rally Point is the primary accountability location (see **Exhibit A**). If the primary rally point is inaccessible or unsafe to use, an alternate rally point may be utilized.
- F. The Crisis Management Team will determine whether employees should return to work or be dismissed until further notice. The Incident Commander will work with the Crisis Management Team to coordinate the safe release of employees and non-employees from the accountability areas. If employees are released, the call tree method to the ECs will be utilized to let employees know when to return to work.
- G. Evacuation Responsibilities:
1. Incident Commander
 - a. Responsible to ensure an orderly evacuation and accountability is conducted.
 - b. Remain in-charge until proper transfer of command takes place.
 2. Crisis Management Team
 - a. Responsible for making appropriate decisions concerning return of employees to their work areas or dismissing them until further notice upon consultation with the Incident Commander.
 3. Emergency Coordinators
 - a. Will ensure that all employees, visitors and contractors in their areas of responsibility is evacuated from the building and are accounted for if an evacuation is required.
 - b. Verify any personnel who need assistance to evacuate and their location.

11. BOMB / BOMB THREAT / SUSPICIOUS MAIL OR PACKAGES



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- A. Most bomb threats are received by phone. Bomb threats are considered serious until proven otherwise. Act quickly but remain calm and obtain information with the **Bomb Threat Checklist** (see **Exhibit B**).
- B. If a bomb threat is received by phone:
1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
 2. Listen carefully. Be polite and show interest.
 3. Try to keep the caller talking to learn more information.
 4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
 5. If your phone has a display, copy the number and/or letters on the window display.
 6. Complete the **Bomb Threat Checklist** (see **Exhibit B**), typically posted near your company phone immediately. Write down as much detail as you can remember. Try to get exact words.
 7. Immediately upon termination of the call, do not hang up, but from a different phone, contact the acting Incident Commander immediately with information and await instructions.
- C. If a bomb threat is received by handwritten note:
1. Call the acting Incident Commander
 2. Handle note as minimally as possible
- D. If a bomb threat is received by email:
1. Call the acting Incident Commander
 2. Do not delete the message
- E. Suspicious mail may contain a bomb, or a chemical, biological or radioactive substance. Screen mail for unusual features. Look for things out of the ordinary (see **Exhibit C**).
- F. Signs of a suspicious mail or package:
1. No return addresses
 2. Poorly handwritten
 3. Excessive postage
 4. Misspelled words
 5. Stains
 6. Incorrect titles



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7. Strange odor/ leaking contents
8. Foreign postage
9. Strange sounds
10. Restrictive notes
11. Unexpected delivery

G. Procedures to follow:

1. DO NOT use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
2. DO NOT evacuate the building until police arrive and evaluate the threat.
3. DO NOT activate the fire alarm.
4. DO NOT touch or move a suspicious package.

Note: Only evacuate the building when instructed to do so by the CMT, IC, and/or Law Enforcement. If you are the only person in the building, you may make the decision to evacuate.

H. Emergency Response to a Bomb Threat

The following actions are based on guidance from the Department of Justice- Federal Bureau of Investigation as potential actions for security/law enforcement personnel after a bomb threat is received:

1. Notify the acting Incident Commander. The IC will notify the Crisis Management Team and law enforcement.
2. The Crisis Management Team will evaluate authenticity of the threat in conjunction with law enforcement- unless it can be proven otherwise, each threat shall be treated as though an actual explosive device is involved.
3. Evaluate if this is “another in a series of recent bomb threats?” and “could the threat have been made because of another recent bomb threat or bombing incident?” Evaluation should be conducted by the IC, CMT members and in conjunction with local law enforcement if necessary.
4. After evaluating the credibility of the threat, it is necessary to decide whether to:

- a. Take no action



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- b. Search without evacuation (*this shall be conducted only by trained personnel or law enforcement*)
- c. Initiate a partial evacuation
- d. Conduct a complete evacuation and search

I. Evacuation Factors

1. Possibility of an effective search without a total evacuation
2. Liabilities involved if an explosion occurs and the building was not evacuated, and
3. Proximity and danger to neighboring entities.

When a complete evacuation is ordered, primary and alternate evacuation routes should be searched first. Then, if a suspect package, device, box, backpack is located, the evacuation route may be changed.

When an evacuation has been ordered, employees should unlock offices and leave lights on. Evacuees should remove all personal belongings within reach (i.e., purses, bags, backpacks, etc.) which may cause unnecessary screening during the search. ***Note: Evacuees should not delay evacuation by returning to retrieve personal belongings.***

Many factors regarding the search should be taken care of during the Planning and preparation stage. ***Search will most likely be coordinated with local law enforcement and/or emergency responders.***

J. Emergency Response to Suspicious Mail/Packages

1. What do I do if I suspect a harmful chemical or biological substance?

If you are suspicious that a letter or package may contain a harmful chemical or biological substance, you may refuse to accept it.

- Remain calm.
- Do not open the letter or package.
- Cover the letter or package with a plastic sheet or raincoat or if none is available, leave the package where it is.
- Get everyone out of the room and close all doors and windows.
- Isolate the area where the package is.
- Notify the acting Incident Commander.
- Wait in a safe place (another area) that has a telephone until the emergency responders arrive.



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2. Should I worry if I already opened the package?

The contents of a letter or package may cause concern if:

- You see powder or a liquid.
- It contains a threatening note.
- It contains an object that you did not expect to receive or cannot identify.

If you touched a letter or package that possibly contains a harmful substance or got some on your clothes:

- Remain calm.
- Leave the letter or package where it is.
- Isolate yourself or keep interaction with others to a minimum to prevent additional exposure to others.
- Wash your hands well.
- Remove any clothing that has powder or liquid on it and seal it in a plastic bag.
- Get everyone out of the room and close the door
- Wash your hands again or shower with soap and water.
- Notify the acting Incident Commander
- Wait in a safe place (another area) until the emergency responders arrive.

12. ACTIVE SHOOTER EMERGENCY RESPONSE

- A. An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. Active shooter situations are unpredictable and evolve quickly. Typically, law enforcement must immediately respond to stop the shooting and mitigate harm to victims.
- B. Management will communicate an active shooter alert using the call tree notification process. Due to the unpredictable and rapidly evolving nature of active shooter situations, employees should be prepared to respond as soon as they suspect an active shooter event is taking place.
- C. How to respond when an Active Shooter is in your Vicinity

RUN – HIDE - FIGHT

1. **Run** - evacuate if there is an accessible escape path and it is safe to do so, attempt to evacuate the Facility. Remember to:



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- a. Have an escape route and plan in mind
 - b. Evacuate regardless of whether others agree to follow
 - c. Leave your personal belongings behind
 - d. Help others escape if possible
 - e. Prevent others from entering an area where an active shooter may be
 - f. Keep your hands visible and follow instructions from law enforcement
 - g. Proceed to the designated rally point
 - h. Do not attempt to move wounded people
 - i. Call 9-1-1 when you are safe
2. **Hide** – if evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Lock or barricade the door, silence your cellphone, turn off any source of noise, hide behind large items and remain quiet. Your hiding place should:
 - a. Be out of active shooter's view
 - b. Provide protection if shots are fired in your direction
 - c. Not trap you or restrict your options for movement
3. **Fight** – act when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter by:
 - a. Acting aggressively as possible against the shooter
 - b. Throwing objects and/or using improvised weapons from objects near you
 - c. Being committed to continue your actions to incapacitate the shooter

D. How to Respond When Law Enforcement Arrives

1. When law enforcement arrives, their primary purpose is to stop the active shooter. When law enforcement arrives:
 - a. Remain calm and follow their instructions
 - b. Put down any items in your hands
 - c. Always keep hands visible
 - d. Avoid making quick movements toward officers such as holding onto them for safety
 - e. Avoid pointing, screaming and/or yelling
 - f. Do not stop to ask officers for help or direction when evacuating; just proceed to the assemble area or to the area directed by law enforcement.
2. Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control. Do not leave until law enforcement has instructed you to do so.



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13. SEVERE WEATHER - TORNADO RESPONSE

- A. When severe weather is forecast, it is important to monitor environmental conditions and newscasts for updates or emergency information. Lightning is possible even if the storm is still a distance away. Be sure to secure loose items and be familiar with safe locations in the building. If you work outdoors, be sure to take immediate protective actions as soon as severe weather is encountered.
- B. It is essential to understand the National Weather Service “Tornado Watch and Tornado Warning” definitions for a tornado.
 - 1. **Tornado Watch** – issued when conditions are favorable for the formation of tornadoes
 - 2. **Tornado Warning** – issued when a tornado has been sighted or indicated by weather radar.
- C. Most injuries and fatalities from tornados are caused by being struck or cut by falling or wind-blown debris. When a tornado threatens, your goal is to go to the safest place for protection before the tornado hits and to take additional measures for personal cover.
- D. If you are indoors and if time allows:
 - 1. Move to the lowest floor possible
 - 2. Move into an inside room or area away from the windows commonly referred to as “areas of refuge”
 - 3. For the best protection, remain inside the building
 - 4. Stay away from exterior walls and all windows
 - 5. Await further instructions from the building crisis management team via call tree notification
- E. Areas that qualify as “areas of refuge” for the facility are described in **Appendix A**.
- F. If you are outside and hear a tornado warning or see a tornado, try to reach a building immediately. If you cannot reach a building, then you should lie flat in the nearest depression such as a ditch or ravine away from power lines, buildings and trees.
- G. If you are driving, do not remain in the vehicle. Get out of your vehicle and follow the instructions above. Do not attempt to outrun a tornado.



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- H. Flooding is a significant vulnerability. Be aware of low-lying areas and flood plains in your work and home environment. Avoid walking or driving through floodwaters. Know your routes of travel and avoid flooded areas. Be prepared to evacuate. Remember: Turn around, don't drown.

14. EARTHQUAKE RESPONSE

- A. An earthquake is the sudden, rapid shaking of the earth, caused by the breaking and shifting of underground rock. Earthquakes can cause buildings to collapse and cause heavy items to fall, resulting in injuries and property damage.
- B. During an earthquake, if you are indoors:
1. Drop to the floor and take cover under a sturdy desk, table or other furniture. Hold onto it and be prepared to move with it. Hold the position until the ground stops shaking, and it is safe to move.
 2. If you are in a crowded area, take cover and stay where you are; encourage others to do likewise.
 3. If there is no desk or table near you, cover your face and head with your arms and crouch in an inside corner of the building.
 4. Stay clear of windows, lighting fixtures, heavy furniture, appliances, outside building walls.
 5. Stay inside until the shaking stops, and then only exit when instructed to do so.
 6. Do not use elevators.
- C. If you are outside:
1. Get into the open, away from buildings and power lines. Be watchful for falling glass and building debris.
 2. If you are driving, stop if it is safe, but stay inside your car. Stay away from bridges, overpasses and tunnels. Move your car as far out of the normal traffic pattern as possible. If possible, avoid stopping under trees, light poles, power lines or signs.
- E. After the earthquake:
1. Check for injuries. Do not move a seriously injured person unless he or she is in immediate danger of further injuries. Call for emergency assistance if needed.
 2. Be aware of any structural damage around you and check for hazards. If necessary (and/or instructed) and safe to do so, carefully leave the building per the building evacuation Plan.
 3. Expect aftershocks. Most of these are smaller than the main earthquake, but some may be large enough to do additional damage to weakened structures.



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15. MEDICAL EMERGENCY RESPONSE

- A. In the event of a medical emergency in the building, call 9-1-1 **and** contact the acting Incident Commander. Immediately report what happened; name of individual(s) involved; building location; and the need for medical assistance.
- B. The Incident Commander will notify the building First Aid Trained Responders via the call tree to the Emergency Coordinators. The First Aid Trained Responders will respond and administer first aid and any other measures within their training until the 9-1-1 emergency first responders arrive. *(Note: Crisis Management Team members & Emergency Coordinators with an asterisk next to their name are current in First Aid/CPR/AED training.)*
- C. While employees are free to contact 9-1-1 directly, it is imperative that employees contact the IC as well. This is important so that the IC is aware of the emergency location and can be ready for 9-1-1 first responder's arrival to provide escort within the building.
- D. Once 9-1-1 emergency medical responders arrive, the IC will escort the responders to the location and remain on-scene until the responders depart the building.

16. SHELTER IN PLACE RESPONSE

- A. In certain emergency situations, the Facility may be advised to 'shelter-in-place' to avoid or minimize exposure to outside risks. Risks could include chemical releases on nearby highways, police activity off site, or weather-related emergencies where the public is told to "shelter-in-place." The purpose of sheltering in place is to keep people safe while indoors during an emergency event.
- B. **Once shelter-in-place instructions have been communicated by the IC/CMT to the ECs, employees and visitors should make their way to the nearest permanent commercial structure within walking distance of the Facility and await further instructions.** The Incident Commander/Crisis Management team will be responsible for keeping everyone informed of the situation as it develops.
- C. Shelter-in-place will generally require personnel to move to an area of refuge inside a Facility or refuge. Should that be necessary, instructions will be communicated to all personnel.
- D. The Incident Commander will:
 - 1. Communicate information to occupants in the building via the call tree notification to the Emergency Coordinators



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2. Lock all perimeter doors if necessary
 3. Limit egress to one door or area of the building if necessary
 4. Instruct occupants to gather in the designated “areas of refuge”, away from doors and windows
 5. Account for employees in the building
 6. Communicate when the “all clear” message is received
- E. The Incident Commander will communicate the appropriate message based on information provided from the local emergency management officials to building facility management personnel staff about shutting down HVAC systems in the building if this is necessary due to an external chemical emergency.
- F. Typically, emergencies that require sheltering-in-place will not last more than a few hours; however, employees should be aware that some conditions may exist where duration is extended. If the Incident Commander is advised by local emergency management officials to stay for an extended period, additional emergency procedures will be implemented.

Exhibit A

EVACUATION RALLY POINT



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**IN AN EMERGENCY EVACUATION, LEAVE THE
BUILDING THROUGH THE CLOSEST EXIT AND
THEN MEET AT THE EVACUATION RALLY POINT**



**Evacuation Rally Point
for Milford**

Exhibit B

BOMB THREAT CHECKLIST



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10/30/2020

BOMB THREAT CALL PROCEDURES		BOMB THREAT CHECKLIST							
<p>Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.</p> <p>If a bomb threat is received by phone:</p> <ol style="list-style-type: none"> 1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does. 2. Listen carefully. Be polite and show interest. 3. Try to keep the caller talking to learn more information. 4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself. 5. If your phone has a display, copy the number and/or letters on the window display. 6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words. 7. Upon termination of the call, do not hang up, but from a different phone, contact "911" immediately with information and await instructions. 8. Contact appropriate UGI personnel with information and await instructions. <p>If a bomb threat is received by handwritten note:</p> <ul style="list-style-type: none"> • Call "911" immediately with information and await instructions. • Contact appropriate UGI personnel with information and await instructions. • Handle note as minimally as possible. • If a bomb threat is received by email: • Call "911" immediately with information and await instructions. • Contact appropriate UGI personnel with information and await instructions. • Do not delete the message. <p>Signs of a suspicious package:</p> <ul style="list-style-type: none"> • No return address • Excessive postage • Stains • Strange odor • Strange sounds • Unexpected delivery • Poorly handwritten • Misspelled words • Incorrect titles • Foreign postage • Restrictive notes <p>DO NOT:</p> <ul style="list-style-type: none"> • Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb. • Evacuate the building until police arrive and evaluate the threat. • Activate the fire alarm. • Touch or move a suspicious package. 		<p>Dec: <input type="text"/> Time Caller Hang Up: <input type="text"/></p> <p>Time: <input type="text"/> Number Where Call Received: <input type="text"/></p> <p>Ask Caller:</p> <ul style="list-style-type: none"> • Where the bomb is located (building, floor, room, etc.)? • When will it go off? • What does it look like? • What kind of bomb is it? • What will make it explode? • Did you place the bomb? Yes No • Why? • What is your name? <p>Exact Words of Threat:</p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p> <p>Information About Caller:</p> <p>Where is the caller located (background and level of noise)? <input type="text"/></p> <p>Estimated age: <input type="text"/></p> <p>Is voice familiar? If so, who does it sound like? <input type="text"/></p> <p>Other points: <input type="text"/></p> <p><input type="text"/></p>							
<p>WHO TO CONTACT</p> <p>First call 911, then contact the appropriate UGI personnel:</p> <p>UGI Emergency Service (24 hours per day, 7 days per week) (800) 276-3722</p>		<table border="1"> <thead> <tr> <th>Caller's Voice:</th> <th>Background Sounds:</th> <th>Threat Language:</th> </tr> </thead> <tbody> <tr> <td> <input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing Throat <input type="checkbox"/> Coughing <input type="checkbox"/> Crackling Voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep Breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Giggled <input type="checkbox"/> Harsh <input type="checkbox"/> Hoarse <input type="checkbox"/> Loud <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Stuttered <input type="checkbox"/> Soft <input type="checkbox"/> Stutter </td> <td> <input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA System <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Mute <input type="checkbox"/> Quiet <input type="checkbox"/> Static <input type="checkbox"/> Office Machinery <input type="checkbox"/> Factory Machinery <input type="checkbox"/> Local <input type="checkbox"/> Long Distance </td> <td> <input type="checkbox"/> Incoherent <input type="checkbox"/> Message Read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-spoken </td> </tr> </tbody> </table> <p>Other Information:</p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p>		Caller's Voice:	Background Sounds:	Threat Language:	<input type="checkbox"/> Accent <input type="checkbox"/> Angry <input type="checkbox"/> Calm <input type="checkbox"/> Clearing Throat <input type="checkbox"/> Coughing <input type="checkbox"/> Crackling Voice <input type="checkbox"/> Crying <input type="checkbox"/> Deep <input type="checkbox"/> Deep Breathing <input type="checkbox"/> Disguised <input type="checkbox"/> Distinct <input type="checkbox"/> Giggled <input type="checkbox"/> Harsh <input type="checkbox"/> Hoarse <input type="checkbox"/> Loud <input type="checkbox"/> Loud <input type="checkbox"/> Male <input type="checkbox"/> Normal <input type="checkbox"/> Ragged <input type="checkbox"/> Rapid <input type="checkbox"/> Raspy <input type="checkbox"/> Slow <input type="checkbox"/> Stuttered <input type="checkbox"/> Soft <input type="checkbox"/> Stutter	<input type="checkbox"/> Animal Noises <input type="checkbox"/> House Noises <input type="checkbox"/> Kitchen Noises <input type="checkbox"/> Street Noises <input type="checkbox"/> Booth <input type="checkbox"/> PA System <input type="checkbox"/> Conversation <input type="checkbox"/> Music <input type="checkbox"/> Mute <input type="checkbox"/> Quiet <input type="checkbox"/> Static <input type="checkbox"/> Office Machinery <input type="checkbox"/> Factory Machinery <input type="checkbox"/> Local <input type="checkbox"/> Long Distance	<input type="checkbox"/> Incoherent <input type="checkbox"/> Message Read <input type="checkbox"/> Taped <input type="checkbox"/> Irrational <input type="checkbox"/> Profane <input type="checkbox"/> Well-spoken
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Copies of the checklist are available from the CMT

Exhibit C

SUSPICIOUS MAIL



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SUSPICIOUS MAIL

WHAT SHOULD YOU DO?

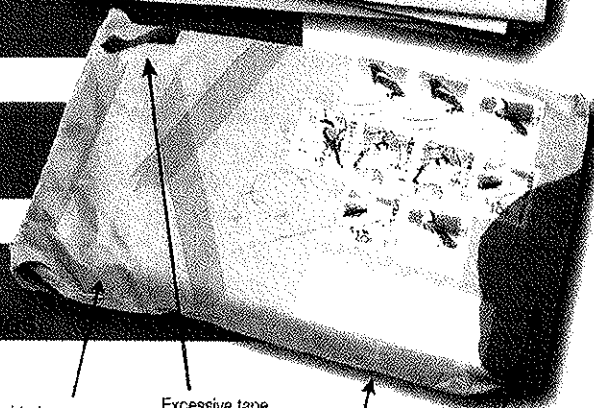
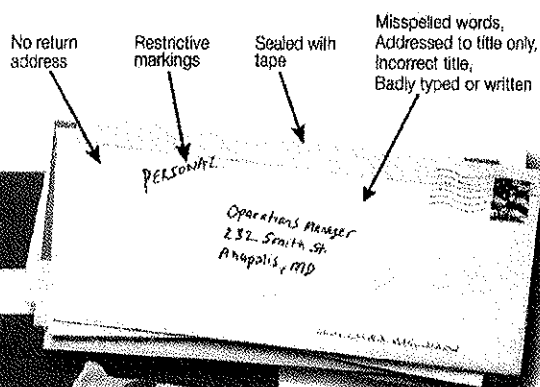
If you receive a
suspicious letter
or package:

1 Handle with care.
Don't shake or dump.

2 Inform
management.

3 Do not open, smell,
touch, or taste.

4 If it is suspected
to contain a
hazardous substance,
notify management authorities.



IF YOU SUSPECT THE MAIL MAY CONTAIN:

A BOMB:

Evacuate immediately
Call Police
Contact Inspectors
Call Local Fire Department/HAZMAT Unit

A RADIOLOGICAL THREAT:

Limit Exposure - Don't Handle
Evacuate Area
Shield Yourself From Object
Call Police
Contact Inspectors
Call Local Fire Department/HAZMAT Unit

A BIOLOGICAL OR CHEMICAL THREAT:

Isolate - Don't Handle
Evacuate Immediate Area
Wash Your Hands With Soap and Warm Water
Call Police
Contact Inspectors
Call Local Fire Department/HAZMAT Unit



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Appendix A

AREAS OF REFUGE

In the event of a severe weather alert (e.g. tornado warning) in the area of the Milford Facility, and a shelter-in-place emergency is enacted, make your way to the closest sturdy commercial structure within proximity of the Facility. Locate yourself inside that structure, away from exterior walls and windows.

Nearest Sturdy Commercial Structure from Milford Facility

If unable to get to one of the above locations, move to the center part of the open cubicle spaces and lie flat on the floor.