

Livingston Intl.

Emergency Procedures Guide

Table of Contents

Introduction..... 2

EMERGENCY CONTACTS 3

Emergency Procedures..... 3

Employee Responsibilities 3

Management Responsibilities 3

Fire Warden/Searcher Responsibilities..... 3

Fire 4

 Earthquake 5

Bomb Threat..... 6

Unidentified Person..... 6

Suspicious Object..... 6

Medical Emergencies 6

Power Outage..... 6

Severe Weather Warning..... 7

Payment of Staff 7

People with Disabilities 8

Personal Emergency Plan (PEP)..... 8

Evacuation Procedures 8

Business Continuity 9

Service continuance..... 9

Personal Emergency Plan Questionnaire..... 10

Related Policies 11

 – Business Continuity Guide..... 11

 – Business Continuity Policy..... 11

 – Pandemic Policy..... 11

Exhibit A 12

EMERGENCY CONTACTS 12

Introduction

Employees should know what to do in the event of an emergency. An emergency can be a foreseen or unforeseen event which may require employees to be prepared to respond and/or evacuate the building in a safe and orderly manner. An emergency may occur due to (but not limited to) fire, hazardous material release, earthquakes, bomb threats, power outages, severe weather, etc. While every emergency is different, this guide is to assist in making effective decisions during an emergency while ensuring the safety of others as well as yourself.

We have employees that work in various types of office buildings, and therefore, this guide may have procedures that are not applicable for the office building location. In situations like this, the most senior level person along with other leaders may have to create an alternative emergency plan and communicate it to the employees located at the specific office building location.

Everyone should review and be familiar with the [Business Continuity Policy](#) and [Business Continuity Guide](#) to ensure minimal impact to the service levels during emergencies.

EMERGENCY CONTACTS

All locations should post a list of emergency contact number and certified First Aid/CPR employees in the building. Please see Exhibit A as an example.

Emergency Procedures

Employee Responsibilities

- Review and adhere to the emergency procedures for your specific office location.
- Know the location of fire alarm pulls, fire extinguishers, and exits.
- Know the location of first aid kits.
- Participate in scheduled and/or unscheduled fire drills or any type of evacuation drills.
- Know the designated meeting (or assembly) place once you have evacuated from the building.
- Update your personal information including emergency contact in the Talent Center.
- Self-identify to your Manager or Human Capital Consultant of your disability, visible or non-visible, so a personal emergency (evacuation) plan can be designed.
- Report to your supervisor if hallways, stairways or exits are not clear from obstruction.
- Employees need to follow the direction of the Livingston emergency marshals and management.

Management Responsibilities

defined as a person who has charge of a workplace or authority over a worker.

- Discuss the emergency procedures of the office location with his/her employee.
- Ensure that his/her employees are aware of emergency fire exits, location of fire extinguishers, designated meeting area during an evacuation, and emergency contact phone numbers.
- Ensure that visitors adhere to our emergency evacuation procedures.
- If applicable, develop or amend the emergency evacuation procedures along with other managers so it is conducive to the office location.
- Ensure hallways, stairways or exits are clear from obstruction.
- If applicable, develop a specific evacuation plan for employees with disability, visible or non-visible.
- Contact the Livingston help desk by phone at 1-877-626-3141 or email at Helpdesk@livingstonintl.com and inform them of any service disruption.
- Management should obtain information from authorities via radio, cellphone or other communication methods.

Fire Warden/Searcher Responsibilities

Fire warden is a generic term to describe those building occupants who volunteer or are assigned to perform certain functions during an emergency.

- Be familiar with the floor area including exits and route to the designated assembly location.
- Be familiar with the sound and sequence of the building's fire alarm in your area of responsibility.

- If applicable, attend training sessions provided for Fire Wardens and promote active participation of other Fire Wardens in training.
- Participate in fire drills.
- Assist in fire prevention by noting and reporting to your supervisor or to building staff where fire hazards or unsafe conditions exist.
- Take note of employees unable to evacuate the building including location and report it to the Fire department personnel at the time of the emergency evacuation.

Fire

If you suspect or discover a fire:

1. Evacuate the area immediately. If safe to do so, close the door of the room where the fire is located and pull the nearest fire alarm.
2. If possible, call 911 state your name, building address and the location of fire.

If the fire is small and contained:

1. If you feel confident operating the fire extinguisher, and as long you are not placing yourself in jeopardy, you may attempt to extinguish the fire.
2. If needed, call another employee to assist in extinguishing the fire. Provide instructions to call 911 regardless if the fire is out and advise the Manager, fire wardens or Health and Safety Committee immediately.

If you cannot extinguish the fire (the fire can be large, very smoky or spreading):

1. Pull the nearest fire alarm, and evacuate the building immediately.
2. Proceed calmly and follow the instructions of the Fire Wardens/Searchers or building security.
3. Meet at the designated meeting area. Advise the fire warden (or someone from the Health & Safety committee) of any person left in the building or missing from the group.
4. Do not re-enter the building until the public safety officials or emergency personnel authorize to do so.

Evacuation notes:

- If applicable, save your file, shut down and secure your equipment before leaving. Close the door behind you. If possible, leave the doors unlocked so that emergency personnel have immediate access to your area if necessary.
- Evacuate the building using the nearest exit (or alternate, if nearest exit is blocked).
- **DO NOT USE ELEVATORS!** Always take the stairs.
- Listen to the fire warden or building management for directions and/or any special instructions.
- Do not take coffee or beverages with you when exiting the building.
- Once you are out of the building, begin to move towards the designated meeting area. Stay there so that all personnel have been accounted for.
- Assist person with a disability to a designated rescue or safe room, if he or she is unable to evacuate the building. Do not attempt to carry the individual out of the building – this can be hazardous to everyone involved.

- Advise the floor fire wardens, building management or emergency personnel of persons with disabilities or special needs, dangerous conditions or anyone suspected of remaining in the building.
- Advise your supervisor if you believe anyone is missing from the group.

Earthquake

If you are indoors:

- Drop, cover and hold on.
- Do not use the elevators; if you are already in an elevator, press the button for every floor and get out as soon as you can.
- Get under heavy furniture such as a desk, table, etc. and hold onto the object that you are under so that you remain covered.
- Cover your head and torso to prevent being hit by falling objects.
- If you can't get under something heavy and stable, or if you are in a hallway, move to an inside wall, sit with your back to the wall, bring your knees to your chest and cover your head with your arms.
- If you are in a wheelchair, lock the wheels and protect the back of your head and neck.
- Avoid doorways, windows, shelves with heavy objects, bookcases and tall furniture.

If you are outdoors:

- Stay outside.
- Go to an open area away from buildings, trees, walls, electrical wires and poles.

If you are in a vehicle:

- Pull over and stop the vehicle in a safe place and remain inside the vehicle.
- Avoid bridges, overpasses, buildings and anything that could collapse.

After an earthquake:

- Be prepared for aftershocks. If an aftershock occurs, remember to drop, cover, and hold on.
- Remember to remain calm, and check if you or others have been injured.
- Do not move anyone if they are seriously injured except if moving them away from danger.
- Report any injuries to management or a joint health and safety committee member.
- If there is a possible gas leak, do not use electrical switches, light matches, or use other burning materials.
- If structural damage exists or upon further instruction from managers or building management, evacuate the building in accordance with the fire evacuation procedures as safely as possible.

Bomb Threat

1. Remain calm and attempt to gather as much information from the caller i.e. location of bomb; time of explosion; shape, size and colour of bomb; why was the bomb placed; identify any background noise of the caller, etc. If you have caller display, write down the phone number and name, if possible.
2. Try to have someone call 911 immediately to advise of the bomb threat while you are on the phone with the caller. If there is no assistance, call 911 once you have hung up with the caller.
3. Advise your manager and/or building management immediately. Wait for next instructions.
4. If building must be evacuated, pull the fire alarm and evacuate the building in accordance with fire evacuation procedures and meet at the designated meeting location.
5. Do not re-enter the building until the public safety officials or emergency personnel authorize to do so.

Unidentified Person

1. Do not let anyone onto the premises without Livingston proper security badge. *Please note: All visitors must sign in, and require having a visitor badge worn and visible or **must** be accompanied by a Livingston employee during their entire visit.*
2. If an identified person attempts to leave the premise, do not block the person's access to an exit.
3. Notify your manager and/or building management.
4. Call 911. Provide as much information as possible about the person and their direction of travel.

Suspicious Object

1. Do not touch, tamper or disturb object.
2. Call 911 immediately.
3. Notify your Manager and/or building management.
4. Be prepared to evacuate.

Medical Emergencies

1. Call 911 if an employee requires immediate medical attention.
2. Do not attempt to move the employee unless imminent danger exists.
3. If it safe to do so, remain on the scene until help arrives.
4. Contact your Human Capital Consultant and Manager to advise of the situation.

Power Outage

1. Determine if the power outage is an isolated or widespread situation and follow the Business Continuity Policy, if necessary.
2. Open window covering for additional light.
3. If the power outage is an isolated situation, contact landlord, electrician or Facilities immediately.
4. If power has not resumed within a reasonable amount of time, senior management will advise employees of next steps.

Severe Weather Warning

From time to time, severe weather warning can occur in any city across the country. Severe weather can include, but not limited to, ice storms, winter storms, tornados, hurricanes, flooding, etc.

Office is open:

1. If you have not heard from your manager, the office is open.
2. If you are going to be late or unable to report to work, please contact your manager in advance.

Office Closure:

1. The manager must consult with the other leaders of the office and the business unit VP's to determine if the office should be closed due to severe weather.
2. Upon approval to close the office, each manager must work within his/her own operation to re-route business in accordance with the business continuity policy as necessary.
3. Employees should change his/her office phone system greeting including creating an out of office email message, if applicable.
4. Follow the Business Continuity Plan (BCP) for your office location.

If the severe weather occurs during or after your workday starts:

- Do not pull the fire alarm.
- Depending upon the severity of the weather, you may have to stay away from windows and walls.
- Management will provide guidance about next steps.
- If evacuation must occur, adhere to the fire evacuation procedures.

Payment of Staff

- If the office is open but an employee is unable to report to work due to the weather, they may use a float or vacation day, they may make up the hours at a time mutually agreed upon with their manager, or they may take the time as unpaid leave (all options are at the discretion of management).

People with Disabilities

People with disabilities, visible or non-visible, may require assistance for alerting, evacuating, or sheltering in the event of an emergency.

Examples of visible or non-visible disability may include (but not limited to):

- Use of wheelchairs and/or assistive devices i.e. crutches, canes, walkers, etc.
- Blindness or visual impairment,
- Deafness or hearing impairment,
- A condition of mental impairment or a developmental disability,
- A learning disability, or
- A mental disorder

Livingston encourages employees with a disability to self-identify to his/her Manager or Human Capital Consultant of their disability so an individual emergency plan can be designed which includes specific procedures and means of communication in the event of an emergency. The self-identification is strictly voluntary.

If the employee with a disability feels they may require assistance during an emergency, please complete the Personal Emergency Plan Questionnaire and return it to Human Capital.

Personal Emergency Plan (PEP)

Once the questionnaire has been completed, the Manager, employee and Human Capital Consultant will develop a PEP that would provide procedures for the employees in the event of an emergency. The plan may consist of:

- Identifying rescue location or room on each floor where the employee can wait.
- Determine who can assist the individual.
- Determine alternative plans or routes for evacuation.

Once the PEP is finalized, the Human Capital Consultant and Manager will be responsible to keep a copy on file and to review the plan on an annual basis to ensure the following:

1. The employees with a disability require an individual plan and review the procedures for relevancy.
2. The number of employees with disabilities at each office location.

Evacuation Procedures

- It is strongly recommended that employees with a disability wait in the designated rescue location or room until trained responders arrive.
- If an employee completed the PEP, the employee must adhere to the procedures outlined in the plan.
- If an employee with a disability did not identify they need assistance but it is apparent that they may need assistance, the fire wardens or searchers should ask if the employee needs assistance and determine the safest way to assist the person in the event of an emergency.

Business Continuity

Please refer to the Business Continuity Policy and Business Continuity Guide for more information.

The purpose of business continuity is to maintain service levels to our clients in times of emergency through a business continuity plan, a series of actions defined by the effected lines of business or functional area, reflecting various levels of severity and expected outcomes.

Service continuance

- Calls should only be made to emergency services if required.
- All line of business branches and other functional areas not impacted by the emergency should immediately begin to monitor the work queue to prevent or minimize service disruption for our clients and carriers.
- Livingston site management will work with their service delivery group to determine if alternate work management plans should be invoked and/or when they perceive the employees will be able to return to their normal work duties.
- In the event the emergency disrupts services for more than two hours the unaffected service centres will work the queues of the affected centre(s).
- If senior management perceives the service disruption will extend beyond 24 hours, they will engage the Livingston emergency response team to invoke Livingston's business continuity plan.

Personal Emergency Plan Questionnaire

Date:	
Employee Name:	
Department:	Location:
<p>Do you require assistance to evacuate the building in the event of an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If yes, please explain your reason below:</i></p>	

		Comments
Do you require the personal emergency plan to be available in an alternate format? If yes, please advise.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Do you use a mobility device i.e. wheelchair, cane, brace etc?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Are you able to respond promptly and move quickly in the event of an emergency?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Are the emergency exit signs visible to you? If no, please recommend an alternative to this.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Are you able to hear clearly? If no, please recommend an alternative to this.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Do you utilize or require any other special equipment to aid in an evacuation? Please explain.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Are you able to activate an alarm if you discover an emergency? Please explain.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Do you utilize a service animal? If yes, what are your preferences with regard to evacuation and handling of your service animal in an emergency?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Can you pick up the phone to call emergency services? If no, please recommend an alternative to this.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
<i>Emergency evacuation plan description:</i>		

Related Policies

- Business Continuity Guide
- Business Continuity Policy
- Pandemic Policy

Exhibit A

EMERGENCY CONTACTS

Office Building Address: _____

Emergency Meeting Location: _____

EMERGENCY PHONE NUMBERS

Fire	
Police	9-911
Ambulance	
Poison Center	
Health & Safety	
Ministry of Environment – Spills reporting	

NON-EMERGENCY PHONE NUMBERS

EMS (Ambulance)	
Fire Services – Fire Prevention Division	
Police Services	

CERTIFIED FIRST AID/CPR

Employee Name	Expiry Date	Department	Location	Extension