

# **National Life Group**

# **Emergency Operations Plan**

# **Texas Campus**

**Dated: January 2018**

# National Life Group - Texas Campus

## Emergency Operations Plan

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### EMPLOYEE QUICK REFERENCE

Know the actions you should take for each type of emergency by becoming familiar with the details provided in the entire Emergency Plan document prior to an emergency.

### EVACUATION ANNOUNCEMENTS OR ALARMS

#### **FIRE**

If a fire is reported, the fire alarm will sound and/or an announcement will be made:

***Attention. A fire has been reported. Proceed to the nearest stairwell and evacuate the building.***

Immediately evacuate the building using the closest exit stairwell. Report to and remain in your designated area immediately upon exiting the building. See Attachments

#### **SEVERE WEATHER\TORNADO**

If severe weather is detected, the city sirens will sound and can be heard from some of the outside perimeter offices. We also have several weather radios placed around the 8<sup>th</sup> and 11<sup>th</sup> floors. If the Safety Wardens determines we may be in danger even though an alarm may not have sounded, you will hear the following instruction from the NLG receptionist or a Safety Warden:

***Attention. An emergency weather alert has been sounded. Please evacuate to your designated area inside the stairwells.***

If you cannot make it inside the stairwells, get to the center most section of the building staying clear of outside windows or doors.

#### **LOCKDOWN**

A lockdown may be ordered in the event of workplace violence or if there is a threatening intruder in the building. The NLG receptionist or a Safety Warden will make the following announcement:

***Attention. An emergency has been reported. Lockdown***

If a lockdown is ordered, immediately try to clear the hallways and lobby. Move to a concealed location behind locked doors if possible and inside an office or storage area. Remain out of sight, with doors shut, and lights off until an all clear has been sounded or until you are told to relocate by a Safety Warden or City Official.

#### **ORDERLY EVACUATION**

An orderly evacuation may be ordered if we have received a bomb or other hazardous materials threat. The NLG receptionist and/or a Safety Warden will make the following announcement:

***Attention. An emergency has been reported. Clear your area and evacuate the building in an orderly and timely manner.***

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### **Additional Responsibilities of all Management**

#### ***Prior to an emergency:***

- Make sure you are completely aware of the contents of this document including the manager's responsibilities
- Managers are responsible for employee awareness and training regarding this plan
- Designate someone to perform your emergency responsibilities during your absence
- Make sure all employees and contractors are completely aware and understand the emergency plan and their requirements as provided in this policy
- Always be aware of employees in your area who may need temporary or permanent assistance during an evacuation and coordinate with your designated Safety Wardens for special evacuation plans
- Make sure you, all of your employees and contractors know your designated Safety Warden

#### ***During an emergency event or evacuation:***

The Safety Wardens have had special training regarding emergencies and have delegated authority during an event. Keep in mind that everyone is required to follow his or her instructions. Management is expected to cooperate and enforce that authority if or when necessary.

- Immediately proceed to the area of your designated Safety Warden
  - Designated areas and Safety Warden's are determined by the general location where your department is located at the time of the event. Safety Warden's will have Orange Vests on and holding color-coded signs that coordinate with the colors on Attachment B. See all Attachments
- Ensure all employees that reported to work that day are present and accounted for after reaching your designated area
- Report the following information to your designated Safety Warden:
  - Report "all clear," The "all clear" indicates that you have accounted for all of your employees and that no one is left behind.
  - Report any problems or situations that need immediate attention to ensure the safety of all employees
  - Tell your designated Safety Warden of any person unaccountable for and may still be in the building
- Ensure you and your employees remain in your assembly area unless directed by authorities (Fire Department or Safety Warden) to relocate.
- In general employees should not be allowed to leave the assemble spot or premises until an all clear is given

#### ***Immediately after the evacuation and an all clear as been issued:***

- Report any insubordination of employees not following instructions during the evacuation process to a CERT member and/or the People Center for appropriate disciplinary action.
- Confusion or issues that arose during the process should be reported to a Safety Warden as a lessons learned for possible changes or updates to the plan.

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### INTRODUCTION

This is the Employee and Manager's Guide that is included in the overall company Emergency Operations Plan. It contains the information that employees and managers need to know in order to take the appropriate actions in the event of certain types of emergencies.

#### **Designated Safety Wardens**

NLG will maintain a team of employees that are trained for handling safety, emergency evacuations and first aid. Each area of the floor has at least two designated members. See Attachments to know your designated Safety Warden. During an event, they will be wearing orange vests so they can be easily identified.

Remember that during an emergency and/or evacuation procedures, Safety Wardens are in charge and you should follow their instructions. Company disciplinary or legal action could result in not following instructions.

#### **Responsibility of all NLG, NTTDATA, Cognizant Employees**

##### ***Prior to an emergency:***

- Make sure you are completely aware of and understand the entire emergency plan and all of your requirements as provided in this policy
- Know the evacuation routes and assembly location for your area of the floor See Attachments
- Make sure someone in your area knows where you are at all times, particularly if you have left the floor
- Notify your manager if you have a temporary or permanent physical condition that may hamper you in an evacuation situation. Make sure that a Safety Warden gets back with you on a evacuation plan that will meet your needs
- Safety Wardens are assigned by floor location. Make sure you know your designated Safety Warden. See Attachments

##### ***Discover or witness an emergency:***

- Contact a Safety Warden and/or your manager (see detailed plans)
- Follow all instructions in this policy regarding the specific nature of the emergency

##### ***During an emergency event or evacuation:***

- Safety Wardens can be recognized by the orange vests
  - The Safety Wardens have had special training regarding emergencies and have delegated authority during an event. Keep in mind that everyone is required to follow his or her instructions.
  - Not following the emergency plan or directions provided by the a Safety Warden or legal authorities could result in company disciplinary action and/or legal action by authorities
- Unless instructed to do so by a Safety Warden, do not stop the evacuation process to provide medical or evacuation assistance, but inform any Safety Warden of such needs
- Elevators should not be used for Fire or Weather related evacuations
- Walk do not run; remain calm and quiet

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- Slower moving personnel should keep to the right to allow others to pass on the left.
- Once you reach the appropriate evacuation location, move quickly to your designated assembly area and report to your manager. See Attachment B.
- Tell any manager or Safety Warden of any person that you know is unaccounted for and may still be in the building
- Remain in your assembly area unless directed by authorities (Fire Department or Safety Warden) to relocate.
- Employees do not have permission to leave the location without discussing with manager and/or Safety Team member
- Do not speak to the media, refer them to Building Management

### ***Immediately after the evacuation and an all clear as been issued:***

- Return to you work area
- Report any confusion or issues that arose during the process to a Safety Warden

## **DETAILS for SPECIFIC SITUATIONS**

### **Mobility Impairment**

Managers and the Safety Wardens are responsible for the safety of employees. The manager should coordinate with a Safety Warden in advance to plan evacuation of any employee that may have a temporary or permanent need for assistance during evacuation.

### **Fire** (Refer to attachments)

The building has a fire alarm and sprinklers. All fires are still a risk and must be planned for accordingly. The appropriate response to a fire is evacuation until the fire can be brought under control. The person discovering a fire should immediately notify a Safety Warden or manager. If unable to locate one of them or if instructed to do so, pull the nearest fire alarm and dial 911.

- Do not attempt to extinguish a fire, immediately proceed to your designated exit and inform any Safety Warden of location of fire.
- At the sounding of the fire alarm or upon an announcement, all personnel are required to begin immediate evacuation procedures.
- Do not take elevators
- Proceed to the nearest exit via a stairwell. See Attachments A.1 and A.3 for the primary exit paths for the various locations of the 8<sup>th</sup> and 11<sup>th</sup> floor. Your exit path should be based on your location at the time the alarm sounds, not your desk location
  - Bring only necessities such as purses or wallets
  - Do not bring large gym bags, etc
  - If away from your desk when notified to evacuate, DO NOT return to your desk
  - Try to remain to the right side of the stairs so Fire Personnel can come up the left side
  - Try to keep noise to a minimum so you can if any instructions that may be given
- Once outside the building move quickly to your departments designated assembly area and report to your manager. See Attachment B for your location

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- Do not go anywhere other than your designated area without checking with your manager and reporting to your designated Safety Warden. All employees that were inside the building need to be accounted for once we are outside the building
- Remain in your assembly area unless instructed by authorities (Fire Department or Safety Warden) to relocate

Once your group has gathered in its assembly area, the manager and Safety Warden will assist in determining whether everyone is accounted for. Any employee that knows someone in his or her area is missing should immediately report it to the manager or Safety Warden. If the manager has been notified of a missing employee, then the manager would need to notify a Safety Warden.

### Natural Disasters/Severe Weather -

#### Tornados

- If the sirens sound or if otherwise instructed, immediately move to your designated area in the stairwells.
  - Bring only necessities such as purses or wallets
  - Do not bring large gym bags, etc
- If you are unable to reach your designated area, go to the nearest stairwell
- If you cannot make it inside the stairwells, get as far to the center of the building as possible staying clear of windows and doors. Kneel down to the floor, place your head as close to your lap as possible, and interlace your fingers behind your neck to protect your head.
- DO NOT take the elevators, go outside or go to your car
- You will need to stand 2 people per step with 10 people at each landing. If you are on the 8<sup>th</sup> floor, you will move towards the 7<sup>th</sup> floor. If you are on the 11<sup>th</sup> floor, you will need to move towards the 10<sup>th</sup> floor.
- Remain in your assembly area unless directed by authorities (Security or Safety Wardens) to relocate
- Remain patient, calm and quiet until we receive an all clear from the Safety Wardens

#### Other

Flooding events may result in widespread damage in floodplains or localized flash flooding caused by unusually large rainstorms over a small area.

NLG does not generally close or delay operations due to natural disasters/weather. If you have concerns about safely traveling to the office, you should consult with your manager. If a natural disaster occurs that directly affects NLG and results in the need to close the office for an extended period, you will be contacted.

### Armed Intrusion or Workplace Violence – Lockdown

Workplace violence is unfortunately a common event that can have a devastating impact on people and business operations.

All visitors are to check in at the front desk and receive a “Visitor” tag or access card. Any employee that notices someone without a “Visitor” tag or access card should report him or her to a manager or officer.

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If NLG experiences a workplace violence, assault, or armed intruder, the company may issue an order to “lockdown” Or “evacuate” The lockdown command may be issued over the public address system or verbal announcements during a walk thru of the Safety Warden and/or managers. The situation will require each employee to assess their own situation and the approximate location (if known) of the intruder.

- If you are in an office, meeting or conference room, lock the door if possible, move away from any windows into the room, turn off the lights and remain in place.
- If you are in your cubicle, remain there, out of sight. Do not get up or move around.
- If you are visiting with another associate, remain where you are. Do not return to your office or cubicle.
- If you are in a public space (hallway or other public area), assess whether or not you can immediately and safely move to a concealed location. Take action to conceal yourself as quickly and safely as possible. Move away from public hallways and heavily traveled corridors to locations with less traffic and that are less public.
- Remain concealed and out of sight either until an all clear has been broadcast or until ordered to move by an authority.

### Employee Awareness and Notification

Everyone should take any threat or suspicious activity seriously. If an employee hears someone making threats or behaves suspiciously, it should be reported immediately to a manager. If an employee has a volatile personal situation where they believe he, or she could be in danger or others could be danger while at work, it should be reported to a manager, VP, or the People Center. Precautions can then be planned to ensure the safety of that employee and others while maintaining confidentiality of the employee’s personal situation.

### Terrorist/Bomb Threat – Orderly Evacuation

Bomb threats can be received at any time. Most bomb threats are hoaxes but they must be taken seriously. Unfortunately, bomb threats are easily delivered and can be very disruptive to the business. During a bomb threat or other emergency not otherwise specified in this policy, we may use a process known as orderly evacuation. An “Orderly Evacuation” will be announced over the public address system.

- Employees should be alert and report suspicious people or items to a Safety Warden, Security or manager immediately.
- **Do not touch or move suspicious objects**
- Do not apprehend a suspicious person

Our best defense against bomb threats is an alert and observant work force. No one knows the area in which you work better than you do. If you remain alert to suspicious persons and items in your area and immediately report that information, we will know the areas the authorities need to focus their search in the event that a bomb threat is received.



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### If an orderly evacuation is ordered:

- Unless otherwise instructed, employees may immediately return to their offices and desks to quickly gather personal items like coats, car keys, and critical business equipment
- Make a quick assessment of your area and during your evacuation route see if you notice any unusual objects or people.
- Proceed to your pre-designated evacuation route or as advised by Safety Warden or authorities.
- Once outside the building move quickly to your departments designated assembly area and report to your manager. See Attachment B for your location
- Remain in your assembly area unless directed by authorities (Police Officer or Safety Warden) to relocate.

### OTHER EMERGENCIES

#### Medical Emergencies

- A Safety Warden should be notified immediately. The members have been trained to deal with such emergencies and have the authority of NLG management to assess the situation and utilize the training they have received. They will take charge of the situation and provide directions to employees if necessary.
  - Stand back away from the situation to allow the Safety Wardens and or Medical EMS to reach the victim and do their job
  - One Safety Warden will need to stay with person at all times so he or she may instruct another employee to notify the security desk and/or go downstairs to wait for Emergency Medical Services.
  - Follow any instructions given by the Safety Wardens
  - If Safety Warden directs you to call 911 or if a Safety Warden is not present, dial 911 and provide the dispatcher with information about the emergency and, most important, with information about where you are in the building.
  - Then call the Receptionist at extension 9042, to report the emergency with the exact employee name, department and location.
  - If possible, one employee should remain with the victim and another employee should go to the Lobby (First Floor) at Security Desk and wait on the EMS and take them to the correct location of the emergency
  - Automated Emergency Defibrillator (AED) machines are located:
    - on the 8<sup>th</sup> floor outside the West Kitchen
    - On the 11<sup>th</sup> Floor in the ESDO Printer Room 1122A
- In the event of a cardiac emergency, an AED may save your life or the life of a co-worker. Several of our Safety Wardens have been trained on how to use an AED. The AED will automatically decide whether a shock should be delivered to someone having a cardiac emergency. **Nobody other than a Safety Warden with a current certification issued at the training provided by NLG is allowed to use the AED.** Members with CPR and AED training are indicated on the back page of this document with a + by their name.
- A blood pressure monitor is located on the 11<sup>th</sup> Floor in the ESDO Printer Room 1122A.

NOTE: If you ever dial 911 by mistake, do not hang up. Wait for the emergency operator to pick up the call and then explain that you dialed 911 by mistake. Our telephone system provides caller ID

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information to the emergency dispatchers so they will know where the call came from. Therefore, they will dispatch emergency personnel to that location if you just hang up.

### **Power Outage**

Most power outages are short term and do not cause need for evacuation or concern. Each Safety Warden has company issued flashlights. All stairwells have emergency lights that should come on during a power outage. During an outage, if you notice any emergency light that did not come on, please report it to one of the Safety Wardens.

### **Elevator Emergencies (entrapment)**

While elevator entrapment is unusual, it does occur. If the elevator malfunctions while you are on board, use the telephone located in the elevator to communicate your situation. They will notify Facility Management who will arrange to bring the elevator back into service or rescue you from the car if it will be a lengthy period before service can be restored. As noted in this policy, elevators should not be used to evacuate due to Fire or Severe Weather. These emergencies could result in losing electricity, causing entrapment.

### **Crime**

Criminal acts should be reported to Security or to the police. If the matter is not an emergency involving imminent danger to life or property, inform the Security desk who will take appropriate steps to assess the situation and refer it to the proper authorities for disposition. If the criminal act involves imminent danger to life or property, dial 911 and report the nature of the incident and your location to the dispatcher.

### **Suspicious Mail**

Mail for NLG is received in the Mail Center. Suspicious packages are quarantined in the Mail Center for examination and potential action by law enforcement authorities. If you have any concerns about a package that has been delivered to your area, call the Mail Room and report your concerns.

### **Hazardous Materials**

Hazardous materials have the potential for disrupting travel to and from the office or disrupting the safety in the office building depending on the nature of the incident and prevailing winds. Depending on specifics of the incident, evacuation may be necessary to ensure the safety of the employees.

If an incident occurs during the day, a general communication will be made to all occupants with instructions on what actions should be taken. For incidents that occur during non-business hours – road closings and restricted access will be readily evident through emergency roadblocks and media communications. Follow all directions, return home if alternate routes are not available, and wait for management communications through normal BCP Call Tree channels.

### **Pandemic**

Business operations may be significantly degraded by absenteeism as high as 50% by quarantines or other measures intended to mitigate the spread of the virus. A pandemic may create conditions similar to any other emergency that would cause a business disruption.

During a pandemic, quarantines, social distancing, more frequent hand washing and other preventative measures may be recommended or imposed. Because the spread of a pandemic will occur over time,

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business managers will have time to make plans and instruct employees of necessary action. Notice to begin planning for pandemic operations will be given in advance of an outbreak.

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<b>Safety Wardens/Emergency Teams</b>			
<b>Safety Team Oversight:</b>			
Kedric Walls +	x 9142	Charlie Cole	x7170
<b>Safety Wardens:</b>			
Grady Bennett	x 9225	Jay Berndt	x 9336
Tammy Gibbs	x 9101	Twilla Hinkle	x 9224
Justin Holmes	x 9021	Andrew Hutte	x 9344
Anthony Jackson	x 9262	Charles Jones	x 9322
Sandy Mollett	x 9379	Carole Mulrooney	x 9330
Amelia Power	x 9337	Luz Sandoval	x 9122
Chad Smith	x 9138	Shantell Stewart	x 9186
Dana Walker	x 9386	Paula Yates	x 9394
<b>Location of Weather Radios:</b>			
Donna Kvapil	<i>On the desk</i>		
Charles Jones	<i>On the desk</i>		Sandy Mollett
Twilla Hinkle	<i>Portable Radio located on the desk</i>		
<b>Other Emergency Contacts</b>			
NLG Switchboard Operator	214-722-9042		
Emergency	911 (dial "5" first)		
Building Security Desk	214-422-0205		
Addison Police	972-450-7100		
Addison Fire Department	972-450-7201		