

## **PRESENTER'S GUIDE**

# **"EVACUATION PROCEDURES IN OFFICE ENVIRONMENTS"**

*Part of MARCOM's Safety, Regulatory  
and Human Resources Library*

# **OUTLINE OF MAJOR PROGRAM POINTS**

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The following outline summarizes the major points of information presented in the program. The outline can be used to review the program before conducting a classroom session, as well as in preparing to lead a class discussion about the program.

- **Getting everyone out of a building safely in an emergency takes teamwork.**
  - That means everyone needs to know "who does what" during an evacuation.
  
- **It starts with the facility's "Evacuation Wardens".**
  - They are employees who have volunteered to take responsibility for getting everyone outside to safety when an evacuation is necessary.
  - They check offices, bathrooms and other spaces to make sure everyone has left.
  - They help people with special needs to evacuate safely as well.
  - The Evacuation Wardens themselves are some of the last people to leave the facility.
  
- **Employees who know how to use portable fire extinguishers may remain in the building to fight smaller blazes.**
  - If the fires become too big or get out of control, these people will evacuate too.
  
- **"Stay behind" personnel may stay in the facility to shut down any equipment and processes that could...**
  - Be damaged.
  - Create additional hazards if they're left in operation.

- **Some team members may be designated to shut off gas, electricity and other utilities as well.**
  - They will have the knowledge and training to perform their tasks and then get out safely.
  - They will also have learned to recognize if it's become too dangerous to stay in place and they need to abandon their tasks and leave the area.
- **You could choose to participate in one of these roles.**
  - If you're interested, talk to your supervisor.
- **You can also play an important role as an evacuee.**
  - Evacuees are responsible for carrying out evacuation procedures properly.
  - Ultimately, evacuees are what makes the evacuation work.
- **Emergencies are serious business, and you need to know how your facility's evacuation procedures are set up well in advance.**
  - Start by equipping yourself with specific knowledge about what the people in your work area should do during an emergency.
  - Focus particularly on how to get yourself out of the building under different conditions.
- **Your facility's Evacuation Plan contains everything you need to know.**
  - This plan is available to everyone.
- **The Evacuation Plan will tell you...**
  - The conditions that would require your facility to be evacuated.
  - The procedures involved in an evacuation.
  - Important names and contact numbers.

- **The floor plan diagrams that are posted in the various areas of your building can also be very helpful.**
  - They can show you where the emergency alarms in your facility are located.
  - They will also show the evacuation routes that should be used for each work area.
  
- **Keeping exit routes clear and the alarm system in working order is key to maintaining "emergency readiness".**
  - You need to keep your eyes open and report any damage or other problems that you notice.
  - A broken alarm or blocked exit can delay an evacuation, and put lives at risk.
  
- **Emergencies can occur in unanticipated places, so you should know at least two evacuation routes from every location you work in.**
  - That alternate "way out" could be crucial to your leaving an area safely.
  
- **The conditions that may exist in an emergency can often make it difficult to see, so you should take time beforehand to identify "landmarks" between your workstation and each of your exit points.**
  - Count the numbers of desks or cubicles you will pass on your "trip".
  - Determine what machines you will encounter.
  - This will let you evacuate using your hands to "feel the way".
  
- **You also need to know where you should go once you get out of the building.**
  - Your Evacuation Plan specifies a safe location, called the "Assembly Point" or "Marshalling Area", where employees from your work area should gather.
  - Make sure you know where it is and how to get to it.

- **You need to be familiar with the alarms in your facility, and what they mean.**
  - Acting immediately when you hear an alarm will save precious time when you need it most.
- **When you hear an evacuation alarm, you know it's time to move.**
  - An emergency is in progress, and the decision has been made to evacuate your workplace.
  - This is the time to put your facility's evacuation plan... and your own preparation... to good use.
- **Listen carefully for instructions coming over the building's public address system or your telephone.**
  - Evacuation Wardens or emergency personnel may also have instructions for you and your coworkers.
- **Remember your Evacuation Plan.**
  - If it says you should turn off any equipment you were using and close any windows, you should do that first.
- **Leave the area quickly and in an orderly fashion.**
  - Don't delay to grab things to take with you.
- **Never use an elevator in an emergency.**
  - Always take the stairs if you're not on ground level.
- **Walk, don't run.**
  - You can set a good example for your coworkers by staying calm.
- **If you see coworkers who seem upset or unsure of what to do, encourage them to come along and follow you out of the building.**

- **Assist anyone who is in immediate danger... but not if it puts you at risk.**
  - In risky situations that's the job of emergency response personnel.
- **If someone is not accounted for, you may be asked where you last saw them.**
  - This information can be critical for any emergency responders who are initiating "search and rescue" operations.
  - Pay attention to what's going on around you as you leave.
- **Once you get outside, move away from the building.**
  - Go immediately to your Assembly Point.
  - As soon as you arrive, you should report yourself "present".
- **Some emergencies may require further evacuation to an off-site location.**
  - In these cases, transportation will be provided by your company or civil authorities.
- **You should never re-enter a building until you've been told that it's safe to go back inside.**
  - If the situation is serious enough, you may simply be advised to go home.
- **Evacuating from a high-rise building is "different" because moving all the occupants to ground level and outside may not be safe, practical or even necessary.**
  - Clearing a high-rise completely could mean thousands of people walking down endless flights of stairs.
  - That alone puts a massive physical strain on evacuees, and the process can take hours.

- **Safety engineers came up with a better alternative that focuses on the areas that are immediately surrounding the emergency.**
  - Say a fire is discovered in a storage room on a building's 15th floor, and the fire alarm is activated.
  - Instead of evacuating the entire building, safety and emergency personnel focus their response on the floor where the emergency is located, plus the floors immediately above and below it (in this case, that means floors 14 and 16 as well).
  
- **Instructions are given directly to the occupants of the affected floors through the building's public address system or their telephones.**
  
- **People are directed to proceed down the exit stairs to an assembly point several floors below.**
  - For these building occupants the evacuation should proceed very much like any other.
  - Evacuation Wardens will help them leave the affected floors.
  - Some employees may remain to perform special duties.
  
- **Depending on the type of emergency and how it progresses, safety personnel and emergency responders will decide what steps should be taken next.**
  - "Evacuated" personnel may then be asked to remain where they are, return to their own floors, or evacuate to street level.
  - People on other floors are alerted, but not involved in the evacuation directly.



- **If your facility is located in a multi-story building, your Evacuation Team will develop a coordinated Emergency Action Plan based on this model.**
  - They will work with the building managers, other tenants and the fire department in its creation.
  - Your job is to prepare for the unexpected now, by familiarizing yourself with this plan.
- **Evacuating safely from a burning building requires some special procedures.**
  - These procedures can help protect you from the fire, and prevent the fire from spreading.
- **When you're leaving a building during a fire emergency, you need to feel all doors before opening them.**
  - If a door feels hot, it's very likely that there's fire on the other side, and you should not open it!
  - Use an alternate exit route instead.
  - Remember to close doors behind you to delay the spread of smoke and fire as well.
- **If you have to go through smoke or flame, stay low.**
  - Since heat rises, this will keep you where the air is cleaner and cooler.
  - "Walk" on your hands and knees if it is necessary.
- **Do not use elevators... go directly to the nearest stairwell.**
  - If it is possible, use a stairwell that's not involved in the blaze.
  - If you find that the only available exit route contains fire or smoke, remember to stay low.

- **Sometimes fires are caused by explosions, and sometimes they cause explosions.**
  - The important thing to remember is that explosions can damage buildings and make them dangerously unstable.
  - That means you should avoid windows or other things that could shatter or fall on you as you evacuate.
  - If debris does start to come down around you, take shelter under a sturdy table or desk.
  
- **Don't attempt to rescue other people who may be trapped.**
  - Leave that to emergency responders with the right training and equipment.
  - Immediately give the responders information about anyone you know who is still in the building.
  - If you can, make your way out of the building and go to your assigned assembly point.
  
- **Even if your own facility has nothing to do with HAZMATs, external sources of contamination can still put you at risk.**
  - Things like a nearby chemical plant or an overturned truck on the highway may cause your facility to be contaminated.
  - Your Evacuation Plan will take these situations into account as well.
  
- **Go to the Assembly Point that has been specified for the situation you're dealing with.**
  - It should be upstream, upwind or cross-wind from the contamination source.
  - Stay away from any unfamiliar liquid or solid substances.
  - Avoid breathing in any smoke, fumes, gases or vapors.
  
- **Assist anyone who appears confused or incapacitated (they may be experiencing the effects of contamination themselves).**

- **When you get to the Assembly Point, report for roll call.**
  - Let them know if you think you've been exposed to any contaminants, even if you don't feel anything wrong.
  - Physical symptoms don't always appear immediately, and prompt treatment is crucial.
- **Some substances, or even just their fumes, could also explode if they're ignited by a flame or spark.**
  - Such materials include crude oil, gasoline and natural gas.
- **If you have to evacuate because of a spill or leak of these types of materials, be extremely careful.**
  - Don't light up a cigarette or use your cell phone until you get official word that it's safe.
- **"Active Shooter" incidents are a relatively new situation that companies have had to address in their Evacuation Plans.**
  - Sometimes these situations can be tied to a specific company or facility.
  - Other times they appear to be completely random.
- **The one constant about active shooter attacks is that they are unpredictable.**
  - This means that a facility and the people in it must be prepared to protect themselves at all times.
- **One key to this is to control the "access points" to your facility.**
  - An Evacuation Team will make sure that all entrances are identified and either require passcodes or keys to enter, or are monitored in some way.

- **All employees should routinely practice "situational awareness" by...**
  - Being aware of their environment, including where all of the available exits are.
  - Paying attention to what is going on around them.
  - Looking for things that seem odd or out of place.
  
- **Everyone should also be provided with information regarding what to do if a shooter does appear.**
  - This should be included in your facility's Evacuation Plan as well.
  
- **Studies have shown that if a facility is "under attack" the best options for survival are "run", "hide" and "fight"... in that order.**
  - That's why everyone needs to know where their closest exits are.
  
- **If there is no good way to escape, the next alternative is to "hide".**
  - It's best to find a room where you can close and lock or barricade the door.
  - You should shut off the lights and turn off any sources of noise, such as a radio or television, that would attract a shooter's attention.
  
- **If closing yourself in a room isn't possible, hiding behind a large piece of equipment or furniture is the next best thing.**
  - You should try to find something heavy and solid, that looks like it could stop a bullet.
  
- **If it can be done without the shooter hearing, you should call 911 as soon as possible.**
  - The police need to be advised that there is an "active shooter situation", where your facility is located and where the shooter appears to be.
  - Then everyone's phones should be put on "vibrate" or shut off.

- **If "running" or "hiding" are not viable options, you should be prepared to fight.**
  - People are often reluctant to consider this, but the alternative can be to surrender your life to the shooter.
  
- **The shooter should be attacked with whatever weapons are available, such as...**
  - A letter opener.
  - A pipe.
  - Your fists.
  
- **Blows should be aimed at the shooter's face, eyes, neck, shoulders and arms.**
  - If there are multiple people in the area everyone should attack the shooter together.
  - Once a shooter is subdued, everyone should run to safety.
  
- **Information about how employees should relate to the police as they arrive at your facility should be included in your Evacuation Plan.**
  - The police will have only "sketchy" information about the situation.
  - It will not necessarily be clear to them as to "who's who".
  
- **You should always put your hands in the air, empty and with your fingers spread, when you approach responding officers.**
  - The police will want to know as much as people can tell them about the situation, but conversations will need to be brief.
  - Any questions that they have need to be answered quickly and concisely.
  
- **Once you have been "debriefed", you should move to a "safe" area and stay out of the police's way.**

**\*\*\* SUMMARY \*\*\***

- **Planning ahead and knowing what to do during an evacuation will help get you and your coworkers out safely.**
- **Know "who is supposed to do what" in an evacuation, and where you fit into the picture.**
- **Take time in advance to learn at least two evacuation routes you can take from your work area.**
- **If an evacuation alarm sounds, calmly leave the area and head to your Assembly Point.**
- **In a fire, stay low to avoid heat and smoke... and never open a hot door.**
- **If an emergency involves hazardous materials, stay upwind and upstream from them.**
- **Know how to protect yourself and evacuate safely in an "active shooter" situation.**
- **If you prepare for emergencies ahead of time, understand the role you play in an evacuation, and carry it out... you and your coworkers can still go home safe at the end of the day!**