



Emergency Operations Plan

-Revised 2009-

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GENERAL

A. MISSION STATEMENT

The purpose of this Emergency Operations Plan is to provide a systematic approach to crisis management in the event of an emergency.

B. PRIORITIES

During any emergency the Chamber's priorities are, in order:

- i. Employee safety and well-being
- ii. Securing and restoring the Chamber facility
- iii. Providing information and services to Chamber members, the business community and community information to the public.

C. PLAN ELEMENTS

Major elements in achieving response readiness include planning & preparation, crisis management, response & recovery.

1. Planning & Preparation

All employees are provided with a copy of this plan to keep at home or other offsite location in order to reference in emergency situations. The plan is also saved on the shared network drive for easy access at work. Employees will be kept apprised of severe weather forecasts and warnings. Based upon the nature of the emergency the Safety Team comprised of the Chamber President, Executive Vice-President, and current Chair will discuss conditions and determine the need to close the building, evacuate the area, and/or cancel events and meetings.

2. Crisis Management

As soon as the Safety Team has determined that crisis response is necessary, the Chamber President, or in the absence of the President, the Executive Vice-President, will communicate with all staff and tenants to keep them informed of the action plan to be implemented and will coordinate with employees if evacuation steps are necessary. The Chamber President, or in the absence of the President, the Executive Vice-President, has the sole authority to declare an emergency and authorize the closing of the Chamber office.

3. Response & Recovery

As soon as possible following the declaration of an emergency, the Safety Team now acting in crisis management mode, will assess the situation and establish timelines for resuming limited or normal operations as well as the continuation of programs and services. Depending on the extent of damage, these operations may continue from the Chamber facility or at a temporary facility. Until operations can be resumed from a facility, remote operations will be coordinated and initiated utilizing employee's homes. In the event of extreme damage to our facility, the Sebastian Chamber of Commerce located 23 miles south of Melbourne, has offered us availability to their office from which temporary operations can be conducted. The Chamber will also work with its members as

well as the EDC of Florida's Space Coast to immediately identify and secure a suitable facility from which full operations can ensue.

D. SAFETY TEAM

- The Safety Team is responsible to oversee crisis coordination, facilities repair/replacement, emergency communications, computer network readiness/repair/replacement, mission continuation, and remote operations.
- The Executive Vice-President is the Chamber's designated Safety Team leader and is responsible to coordinate the activities of the Safety Team in each area of emergency operations. This person is also responsible for keeping the Emergency Plan current including contact information for staff and appropriate emergency agencies.
- Other key personnel may be called upon to assist in emergency operations at the direction of the Chamber President or Executive Vice-President (Safety Team Leader).

II. ACTION STEPS / PROCEDURES

A. GENERAL SECURITY CHECKLIST

The last person to leave the building is to follow these procedures to ensure the security of the building.

1. Turn off all electronic equipment
2. Check all exit doors to make sure they are closed and locked
3. Turn off all interior lights
4. Arm the security alarm

B. IMMEDIATE EMERGENCY BUILDING EVACUATION AND ASSEMBLY PLAN

This following details the actions required to safely and promptly exit the building in the event of an immediate emergency:

- All staff and tenants will be notified by page or in person when evacuation is necessary. Upon notification, staff is to proceed immediately and calmly to the nearest exit door that can safely be used (See page 10 – Building Exits). Upon evacuating, all staff members are to proceed to the immediate assembly area located in the Christmas Cottage parking lot at the corner of Depot Drive and East New Haven Avenue, one-half block south of the Chamber. All staff members are to remain at the assembly area until released by the Chamber President or Executive Vice-President (Safety Team Leader).

C. MANDATORY EVACUATION AND REMOTE OFFICE OPERATION

Chamber employees and tenants will comply with all executive orders for evacuation. Staff members will be allowed to leave according to personal and family needs or county-ordered evacuation directives. Evacuation and remote office operation procedures are as follows:

- All staff and tenants will be notified by page or in person when evacuation is necessary. Before leaving, all staff members are to notify the Safety Team Leader of their personal evacuation plans.
- Each staff member is to prepare her/his office against potential storm related damage by moving any computers or other office equipment off the floor to desktop level locations. All equipment is to be completely unplugged and covered with provided plastic covering.
- Telephones should be unplugged and placed inside a desk or other protected area.
- Each staff member should remove important papers from her/his desktop and secure all loose items by placing them in desks, credenzas, or filing cabinets.
- Any vital hard files/folders or computer disks maintained by a staff member should be taken off premises and safely stored by that person.
- Each staff member is to keep detailed records of their time before, during, and after an emergency in order to assist the Chamber in recovering any expenses related to the emergency.
- The Safety Team Leader is responsible for shutting down and disconnecting the computer server from its power source. The Safety Team Leader will also safeguard the Chamber's computer system's data back-up drives by dividing up the drives between at least two other staff members for the purpose of storing them in different locations during the emergency.

D. EMERGENCY PERIOD COMMUNICATIONS

- Each staff member is to keep a copy of the Confidential Employee Listing sheet in her/his possession during emergency periods in order that regular or cellular phone communications can be maintained between employees.
- If leaving the local area during an emergency period, a staff member is to provide a phone number where she/he can be reached (before leaving, if known) and to make every attempt to establish contact with the President or Executive Vice-President upon arriving at his or her destination.
- The President will establish the schedule for re-opening the Chamber office. In the President's absence, the Executive Vice-President will establish this schedule. To the greatest degree possible, the President, the Executive Vice-President and Chief Financial Officer will share responsibilities in communicating this schedule to all other staff members. (See Page 11 - Emergency Operations Staff Phone Tree)
- Each staff member is to maintain a constant awareness of area conditions related to the opportunity to return to work. This should be done by monitoring radio and television reports and maintaining phone contact with other staff members when conditions make it possible to do so.

E. RESUMPTION OF NORMAL OPERATIONS

- Each staff member is responsible to report to work upon the re-establishment of operations or to notify the President or Executive Vice-President of any situation that prevents him or her from returning to work upon resumption of operations.
- The Executive Vice-President will re-establish the proper operation of equipment for each office or workstation and provide staff members with any assistance required in order to ensure they are able to return to normal operations.

F. CORPORATE CONTINUITY OF MANAGEMENT

- During the continuation of an emergency, the Executive Committee will be authorized with all powers of the Board of Directors if there are not enough Board members to establish a quorum. In the event that there is no quorum for the Executive Committee, those from the Board who remain will serve, along with the remaining Executive Committee members as an Emergency Management Committee with all the powers of the Board during the continuation of an emergency.
- In the event of an emergency requiring President/CEO succession, the Chair of the Board, in consultation with senior staff, will manage the day-to-day operations in accordance with the Policies & Procedures manual.

G. EMPLOYEE / FAMILY EMERGENCY PREPARATION CHECKLIST

- Pre-plan evacuation route, allow adequate time to evacuate, have firm destination & plans
- Fill up gas tank(s)
- Gather supplies including:
 - Bottled water, bleach to purify water. Fill up bathtub(s) with water
 - Non-perishable foods
 - Medical prescriptions, medical supplies
 - Flashlights & batteries
 - Ice coolers/chests
 - Portable radio/TV
 - Tools/toolbox
- Keep list of emergency telephone numbers
- Plan for child care contingencies
- Secure insurance documents and phone contact list
- Video tape home, personal property before potential damage situation
- Have plan to move perishables from refrigerator/freezer is necessary
- Make arrangements for pet care
- Get estimated needed cash

III. TYPES OF EMERGENCIES

A. BOMB THREAT

In the unlikely event of a bomb threat, the person receiving the threat is to immediately call 911 and contact the President or Executive Vice-President (Safety Team Leader) to give the order to evacuate. In the event that neither the President nor Executive Vice-

President is immediately available, the individual receiving the threat should give the evacuation order. Upon evacuating, all staff members are to assemble in the immediate assembly area located in the Christmas Cottage parking lot at the corner of Depot Drive and East New Haven Avenue, one-half block south of the Chamber. All staff members are to remain at the assembly area until released by the President or Executive Vice-President (Safety Team Leader).

B. DANGEROUS CONFRONTATIONS

If a person comes into the Chamber facility and makes any type of serious threat, or in any other sense is deemed to represent a possible danger to Chamber personnel, the procedure for the staff person or volunteer in immediate contact with the potentially dangerous individual is to try to calmly interact with the person while another staff person or volunteer discreetly leaves the immediate area to get the Executive Vice-President (Safety Team Leader) or to dial 911 and dispatch the police. In the event that there is only one staff member or volunteer present at the time of the confrontation, the Executive Vice-President (Safety Team Leader) should immediately be contacted via intercom to come to the specific location where the confrontation is taking place. Upon the Safety Team Leader's arrival, the staff member or volunteer originally involved should leave the area and dial 911 in order to request assistance. Upon the arrival of the Safety Team Leader or law enforcement, the staff person or volunteer is to leave the immediate area until the confrontation is completely resolved.

C. FIRE

In the event of a fire in the building, the person discovering the fire must make an immediate decision whether try to extinguish the fire himself /herself or to access the nearest phone and use the intercom to announce that there is a fire in the building, indicating its location, and giving the order for all people in the building to evacuate. This person should immediately direct another staff person to dispatch the fire department by dialing 911 or pressing the panic alarm buttons located on the security system keypad. Upon hearing the intercom announcement, the Safety Team Leader will immediately proceed to the location of the fire and make the determination whether or not to attempt extinguish the fire or evacuate the building as well. At no time should personnel put themselves at undue risk by trying to extinguish a fire. Upon evacuating, all Chamber staff members are to assemble in the immediate assembly area located in the Christmas Cottage parking lot at the corner of Depot Drive and East New Haven Avenue, one-half block south of the Chamber. All staff members, volunteers and tenants are to remain at the assembly area until released by the President or Executive Vice-President (Safety Team Leader).

D. FLOOD

Flooding might occur as a result of a hurricane. If flood conditions are forecast for the immediate surrounding area of the Chamber, each employee is responsible to move valuable items belonging to the Chamber to a higher elevation within their offices or work areas. Phones, computers and other electronic equipment should be unplugged. The Safety Team Leader is responsible to disconnect the server or move it to a higher

elevation, as appropriate. Upon certainty that flood conditions are no longer a threat, all equipment is to be returned to its original position.

E. HAZARDOUS MATERIALS

While hazardous materials are not normally or knowingly handled in an office environment, all staff members should be alert to the suspicious appearance of parcels, materials, or persons. Staff members should be suspicious if any of the following conditions exist:

- A package or letter arrives containing a powdery substance on the outside
- A package or letter arrives unexpectedly or from an unfamiliar source
- A package or letter arrives addressed to someone no longer with the organization
- A package or letter arrives with restrictive endorsements such as “Personal” or “Confidential”
- A package or letter arrives with no return address
- A package arrives of unusual size, shape
- A package or letter arrives with an excessive amount of tape on it
- A package or letter arrives with strange stains or odor
- A package or letter arrives with postmark from a city or state that doesn’t match the return address

If you encounter a suspicious looking piece of mail or you think you may have been exposed to a hazardous material of any kind, maintain calm so as not to create a panic situation. Do not let hazardous material become airborne. Make sure that suspicious packages or letters are immediately isolated. Do not needlessly handle any hazardous material or substance, but report it immediately to the Safety Team Leader or Chamber President.

Wash your hands immediately and thoroughly with soap and water. Seek medical attention. List any other persons who had contact with the hazardous material. Shower thoroughly as soon as possible. Place all items worn while in contact with the hazardous material in a plastic bag and keep as evidence if needed by authorities.

F. HURRICANE

The likelihood of a hurricane or tropical storm affecting our area is a very realistic possibility throughout Florida Hurricane Season and should always be treated as being a serious threat that has the potential for creating great destruction and substantial recovery time. Employees are to refer to action steps contained in Section II of this Emergency Operations Plan.

G. TORNADO

In the event of a tornado warning report, staff and employees are to remain in the Chamber building and move away from outside doors and windows. All personnel should immediately seek shelter in inner rooms such as the auditorium, conference

room and copier room. If you are outside when a tornado hits and you do not have time to seek shelter indoors, lie flat in the nearest ditch, ravine, or culvert with your hands shielding your head.

H. TRAIN ACCIDENT

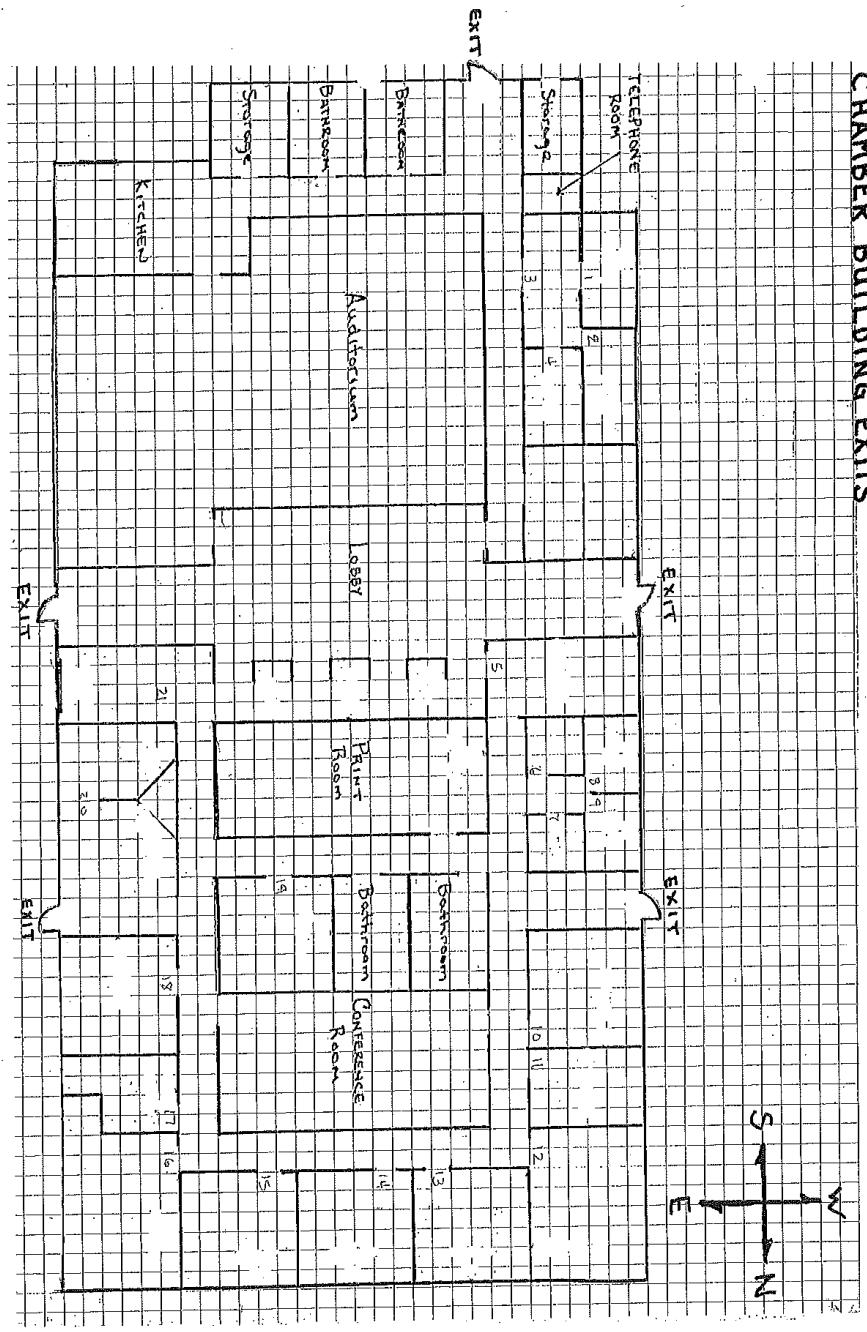
Due to the Chamber's immediate proximity to the East Coast Railway, train derailments/accidents involving hazardous materials such as chemical releases could pose a threat to staff members. In the event of a train accident, the first person with knowledge of the accident is to immediately contact 911 and contact the Safety Team Leader or President to report the emergency. It will be the duty of the Safety Team Leader to contact and remain in steady contact with the Brevard County Office of Emergency Management to stay abreast of any evacuation orders issued by the agency in response to the emergency. Due to an initial, unknown state of any possible chemical spill and release into the environment, immediate action is to be taken to shut down all ventilating and air conditioning systems that automatically provide for exchange of inside air with outside air. Cracks around and under doors should be sealed with plastic sheet and duct tape to prevent contaminants from entering the building. If evacuation is approved or ordered by the Brevard County Office of Emergency Management, staff members, volunteers and tenants are to exit out the east doors (opposite side of building from railway) and assemble next door in the 1900 Building parking lot next to the free-standing ATM facility. All staff members, volunteers and tenants are to remain at the assembly area until released by the President or Safety Team Leader.

IV. COMMUNITY EMERGENCY

In the event of a community emergency affecting our service area:

- The Chamber shall strive to be a centralized location for the business community to assist in the dissemination of information, a potential temporary business location for displaced members, and a coordinator of business assistance programs as applicable.
- As each Chamber staff member returns to work, he/she may expect to have their normal duties temporarily suspended and be reassigned to relief efforts as deemed appropriate by the President/CEO.
- As soon as the Chamber is able to restore its own operations, Chamber personnel shall be deployed in efforts to assist affected member businesses and secondarily to aid in coordinated community relief efforts.
- Staff members not able or who are unwilling to serve in such situations may request reassignment as can be reasonably accommodated or if not, an unpaid leave of absence until such time as operations return to normal.

CHAMBER BUILDING EXITS



**MELBOURNE REGIONAL CHAMBER
EMERGENCY OPERATIONS
STAFF PHONE TREE**

