

**LBC EXPRESS, INC.**

**BUSINESS CONTINUITY  
AND  
EMERGENCY PLAN**

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Department	Representative Name and Signature	Date

**Amendment Chart**

No	Rev	Date	Description Change	Origin	Approved by

## 1. PURPOSE

There are many types of emergencies/disaster that may result in the implementation of this Business Continuity and Emergency Plan. These include natural and manmade events. Since an emergency/disaster often occurs suddenly and without warning, these procedures are designed to be flexible in order to accommodate response contingencies of varying magnitude.

For the purpose of this Plan and to assist personnel in determining the appropriate response, the categories of emergencies are defined as follows:

***ACCIDENT/ MINOR EMERGENCY:*** Any incident, actual or potential, which is localized in nature and has little impact on the overall functional capacity of the Company. These are normally limited in scope to a few individuals.

***MAJOR EMERGENCY:*** Any incident, actual or potential, which affects one or more building/facilities, and which will disrupt the overall operations of the Company. Outside emergency services will probably be required, as well as major efforts from company support services. Major policy considerations and decisions will usually be required from the Crisis Management Team (CMT).

***DISASTER:*** Any event or incident that has occurred and has seriously impaired or halted the operations of the Company. In rare cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all Company's resources is required to effectively control the situation. Outside emergency services will be essential.

Any incident which fits one of the definitions above and concerns Company resources, should immediately be reported to the President or designee, Security Manager

## 2. DEFINITION OF BUSINESS CONTINUITY AND EMERGENCY PLAN

Business Continuity Management and Emergency Plan is defined as a holistic management process that identifies potential impacts that threaten an organization and provides a framework for systematic, coordinated and effective disaster/emergency response in real-time to safeguard the security, health, safety, welfare and property of the company, as well as to protect the environment and economy of the company due to the effects of a disaster/emergency for the interest of its key stakeholders, reputation and value creating activities

These impacts or 'crisis' include:

- Building or site incidents: for example, flood, fire, terrorist attack on buildings affecting access to or from buildings and sites
- Infrastructure incidents: for example, loss of Information & communication connection systems, loss of power
- Staff / Operational incidents: for example, loss of key staff, loss of critical documents
- Widespread environmental factors: for example, flu pandemic, fuel shortages

LBC Express, Inc. BCP consists of one plan to cover different operations, based at our head office and branches. The primary objective of the Business Continuity Plan is to show how LBC Express, Inc. would respond to identified risks and continue to manage its operations under adverse circumstances.

### **3. OBJECTIVES OF THE PLAN**

The company objectives are:

- a. To protect the company assets and the safety of the personnel.
- b. To maintain and preserve the company's image and reputation.
- c. To prepare for, mitigating, responding to and recovering from an emergency crisis.

### **4. CHAIN OF COMMAND**

Overall responsibility for business continuity in the organization is held by the Chief Executive Officer/Chief Strategy Officer/President & COO.

### **5. REPORTING OF INCIDENTS/EMERGENCIES/DISASTERS**

There must be a process put in place to report accidents/emergencies/disasters, incidents or near misses for immediate action and to help track causes. The organization needs to identify what needs to be reported, to whom it is to be reported, and how to report it, then put this process into a written procedure.

The reporting of incidents/emergencies/disasters must adhere to the procedure in place.

## 6. CRISIS MANAGEMENT TEAM

The Crises Management Team (CMT) shall be responsible in the direction, coordination, control and decision making of a response to a crises or scenario encountered. Research, develop, implement and assess the emergency procedures and update as needed.

If a major disaster occurs then the LBC Express, Inc. Crisis Management Team will be mobilized. This team will comprise the CEO, President & COO, Chief People Officer, Chief Financial Officer, Legal Representative, Marketing, Security & Safety Manager, Admin Division.

LBC shall designate a company media relations (Marketing) personnel under the direction of Crisis Management Team (CMT) and shall be the solely authorized person to initiate and release statements to the media.

In the event of a natural or manmade disaster, the CMT has to be assembled immediately using all means of communications to contact the members. This task shall be the responsibility of the Safety and Security Department.

### **IMPORTANT :**

***All members of the Crisis Management Team should be accessible thru their Mobile Phones and House phones 24 hours a day.***

## 7. THE EMERGENCY RESPONSE TEAM

The Emergency Response Team is divided into 2 groups namely:

**Safety and Security Action Team (SSAT)-** This team will comprise the Security Personnel (SP), Safety and Fire Marshalls Committee (SAFMC), Environmental Services, Maintenance, and selected staff who are trained for emergency response procedures. They will respond to the following: Search, Rescue and Recovery, Initial Fire Fighting and Emergency Evacuation.

**Support Team** - The composition of this team shall include Finance, Admin Division and Medical staff and shall provide support to the CMT, SSAT and employees.



**8. DISASTER RECOVERY TEAM**

Composed of the IT, Finance, HCSS, Foundation, Legal and Admin Division are responsible for assessing the actual damages to the facility and identifying the best possible solution to mitigate the damage. Ensure the shortest time for repairs to bring back operations to normal.

**9. DOCUMENTATION AND LOCATION**

The Business Continuity and Emergency Plan must be located in every offices of the Business Unit, Area Managers/Team Heads and is accessible electronically.

**10. REVIEW OF BUSINESS CONTINUITY AND EMERGENCY PLAN**

A comprehensive review of risk is taken at least annually, by the Division/Unit concerned. These revised plans must be submitted to the Admin Division for incorporation within the LBC Express, Inc. Business Continuity Plan.

The different response elements of the plan should be tested at least once a year.

**11. TRAINING**

All staff is made aware of their roles and responsibilities in case of disasters. Their responsibilities include awareness of key policies and procedures, including the Business Continuity Plan. Staff must take personal responsibility to ensure they are familiar with the content of the Plan so they know who to contact in case of an incident and how they can contribute to the plan's implementation.

Train employees for emergencies and maintain the high degree of proficiency to ensure effectiveness in a crises scenario. Personnel must be trained to perform emergency duties even under strain and adverse conditions. **Training must be documented and completed annually.**

**12. COORDINATED RESPONSES**

The Plan should not be implemented in *isolation*, but where possible, should be used in conjunction the Business Continuity and Emergency Plans of the Local Government Unit authority and Emergency Services in which it operates.

**13. INITIAL ACTION TO BE TAKEN**

When a disaster/Emergency takes place, the Safety and Security Department take the lead in the initial actions to be undertaken. The Safety and Security Department shall ensure that all possible services and assistance are rendered or extended. The following shall be implemented immediately;

- Alert the Security and coordinate initial emergency actions.
- Prevent and monitor access to the facility to unauthorized personnel.
- Coordinate patrol operations and report unusual movement/situations.
- Strictly enforce security regulations to avoid compromise of company information and equipment or property.
- Strictly enforce security procedures, ensuring management control of pedestrians and vehicular traffic.

## List of Risks:

### LEGEND:

<b>Risk</b>	
<b>Likely Scenario</b>	- the most likely reasons for problems to occur
<b>Probability/Likelihood</b>	- the likelihood of the risk occurring (high, medium, low)
<b>Impact/Severity</b>	- will the impact on our business be high, medium or low?
<b>Functions Affected</b>	- what document-related functions the problem impacts
<b>Action</b>	- what to do when the interruption occurs
<b>Responsibilities</b>	- who takes what actions
<b>Mitigation</b>	- what are the BU doing to minimize the risk before it happens
<b>Resources</b>	- the implications for costs, staffing, facilities etc

## Extreme Weather Disturbance

<b>Risk</b>	<b>Flood</b>
<b>Likely Scenario</b>	Typhoon / Heavy Rains/ High Tide
<b>Probability/Likelihood</b>	High
<b>Impact/Severity</b>	High
<b>Functions Affected</b>	1. Head Office/ Branch 2. LBC assets 3. Operations- cargo 4. Personnel
<b>ACTION</b>	<b>INITIAL RESPONSE</b>
	1. Assess Area of Responsibility and prepare Situational Report and other severe weather conditions as monitored in the radio / TV reports.
	2. CALL Admin: (02) 808-3309 / 0933 720 5336

	Admin to report to CMT and wait for advice.
	3. Secure all assets/ cargo and personnel to a safer place. Lock offices/Branch.
	4, Barricade the area using sand bags to avoid flooding the critical areas if applicable.
	5. Report back to CMT
	<b>ESTABLISH / MAINTAIN COMMUNICATIONS</b>
	1. Issue appropriate communications and warnings to the areas through the megaphone, verbal announcements, and e-mail stressing personal safety instructions.
	2. Establish / Maintain contact with outside agencies and other support organizations.
	3. Txt Blast in each affected area.
	<b>EVACUATIONS (if applicable)</b>
	1. if necessary, coordinate evacuations Administration and with other Rescue Agencies
	2. Consider closing Facilities/ branches in affected areas. Decisions to close these facilities/ branches will be made by Areas Heads/ Team Heads, considering advices from the Chairman of the CMT.
	<b>SECONDARY ASSESSMENT / RESPONSE</b>
	1. Continue to monitor weather conditions - sources, radio, TV, etc. Adjust response plans as appropriate.
	2. Monitor the affected communities for disaster evaluations.
	3. Determine if help/ support is needed for employees not on site; coordinate providing available aid and comfort.
	4. Start communication Tree to account all Ka-LBC personnel
	5. Legal should assess for potential legal ramifications.
	<b>RESTORATION / RECOVERY</b>
	CMT consult with Area/Team Heads to make a decision to resume normal business operations.
<b>Responsibilities</b>	Admin Services, Safety & Security Manager, Safety and Fire Marshalls Business Unit Heads Emergency Response Team
<b>Mitigation</b>	Stock Sandbags, Disaster Awareness and training Have documents on secured place( vault, alternate warehouse)
<b>Resources</b>	Training Costs, Grab Bags, First Aid Kits, SAFM Uniforms (Personal Protective Equipment, Vest), Monitoring and Command Center, Emergency Response Vehicle LGUs: NDRRMC, PRC, BFP, PNP

## Non functional Systems Application

Risk	Non functional systems application
Likely Scenario	Systems downtime
Probability/Likelihood	High
Impact/Severity	High
Functions Affected	All Operations Branches and Offices, IT, Admin
Action	<b>NOTIFICATION and INITIAL ASSEMENT</b>
	<b>Minor IT incident (Level-1)</b>
	Call IT dept. SERVICE HELP DESK at Tel. No. 02 8516125

	<ul style="list-style-type: none"> <li>• <b>Service Desk</b> to issue a Ticket</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>SD</b> to troubleshoot problem</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>SD</b> resolved problem- Closed ticket</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>If</b> ticket not resolved proceed to Level-2</li> </ul>
	<b>Minor IT incident Level-2 (SLE- 2hrs-4hrs)</b>
	HD notifies IT Tech Support Specialists and they will:
	<ul style="list-style-type: none"> <li>• assess the problem</li> </ul>
	<ul style="list-style-type: none"> <li>• Update the ticket</li> </ul>
	<ul style="list-style-type: none"> <li>• Resolved the problem</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>If</b> ticket not resolved proceed to Level-3</li> </ul>
	<b>Major IT incident Level-3 (one day)</b>
	Tech Support will do the ff:
	<ul style="list-style-type: none"> <li>• re-assess problem</li> </ul>
	<ul style="list-style-type: none"> <li>• Notify IT-Head</li> </ul>
	<ul style="list-style-type: none"> <li>• IT- Head notifies CMT/ BU-Heads/ Area Heads</li> </ul>
	<ul style="list-style-type: none"> <li>• Call 3rd Party Vendors and Parties- (TELCO)</li> </ul>
	<b>INITIAL REPOSE TO DISRUPTION OF IT SERVICES</b>
	CMT convenes to address the operational concerns
	BU/Area Heads reports to CMT about status. Set-up contingency plans. Manually prepares records sales, reports and transmittals)
	<b>RECOVERY and RESTORATION</b>
	Branches/ areas/ BU to prepare written or manual reports, transmittal, records barcode
	CMT assigns officer to record and prepare a post report and documentations
<b>Responsibilities</b>	Team Head/ Branch Area Managers IT Dept Admin Dept Maintenance
<b>Mitigation</b>	PM System regularly UPS Update/ upgrade System Programs SLE with TELCO providers and Contractors/suppliers IT Security Awareness and training
<b>Resources</b>	IT / Admin/ Maintenance/ SLA Telco/ Communications- emails call-outs Contractors and Sub-contractors and IT Security Awareness and Training.

## Acceptance/ Loading of Dangerous Cargoes

<b>Risk</b>	<b>Acceptance/ Loading of Dangerous Cargoes</b>
	No Pre-screening of packages/ Familiarity with customers/ No Random Inspection/
<b>Likely Scenario</b>	X-Ray Machine not functioning
<b>Probability/Likelihood</b>	Medium to High
<b>Impact/Severity</b>	High
<b>Functions Affected</b>	Operations- Branches/ Admin/
<b>Action</b>	<b>INITIAL RESPONSE</b> Upon discovery of Dangerous Cargoes
	1. Report to Security Manager : Call : 808-3309 / 0933-8589484
	2. Contain/ Secure the dangerous Cargo. BOMB: ISOLATE
	3. Inform Admin Head

	4. Report to LGU's e.g. PNP or PDEA
	<b>ESTABLISHED COMMUNICATION with LGUs</b>
	1. Assigned a spokesman/ Legal Counsel for the incident
	2. If cargo will push thru delivery- Inform Admin Dept about the delivery. Advised Area Head that a contraband cargo will be shipped in the area (if applicable)
	3. Coordinate with the LGUs in the area where cargo is to be delivered.
	4. Admin to report and document the incident.
<b>Responsibilities</b>	Managers Solution and Systems Admin / Safety and Security Manager
<b>Mitigation</b>	Seminars on Awareness on Dangerous Drugs Security and Safety Awareness- Bomb PNP and Other Seminars Escalation Tree Acceptance Policy on Shipping
<b>Resources</b>	LGU- PNP/ CIDG/PDEA Admin-ERT (for explosive devices) Training Funding-

## Power Outage

<b>Risk</b>	<b>POWER OUTAGES</b>
<b>Likely Scenario</b>	Faulty Electric Wiring, Short Circuits, Lighting Surges, Power Shedding from Power providers
<b>Probability/Likelihood</b>	High
<b>Impact/Severity</b>	High
<b>Functions Affected</b>	Operations
<b>Actions</b>	Security Personnel informs: Admin Manager Admin Services / Maintenance Team. Building Maintenance of Facilities Maintenance Department: Start Gen-Set or any Back-up Power - SLA (5 minutes) Star Cruises ( c/o Building Maintenance) Security Personnel to liaison with Maintenance for updates on the situation and ensures that reports are forwarded to Administrative Division. <ul style="list-style-type: none"> <li>• Reports status of Fuel Level</li> <li>• Areas being supplied by back-up power</li> <li>• Other logistical request</li> </ul> Maintenance and Security checks areas with Electrical Problems (short circuits) if applicable. Admin Services calls Meralco for power updates If facility is maintained by the Lessor's building admin Maintenance will monitor updates from building admin. If facility has Elevator: Maintenance or Security will inform building admin fir possible employees trapped in the elevator. Admin Services advises all Business Unit concern Admin Services to monitor the situation and prepares a report
<b>Responsibilities</b>	Admin Services, all BU Managers, Maintenance, Security, Safety and Fire Marshalls,
<b>Mitigation</b>	Stock-up acceptable level for Fuel Reserved Back-up Gen-Sets

	PM Gen-Set
	Training and Awareness of Escalation Grid
Resources	Preventive Maintenance for Gen-sets
	Training of Security Personnel, Maintenance Dept, and Safety and Fire Marshall
	Fuel Availability
	Contractors/ sub-contractors
	Security and Emergency Awareness Training
	VHS-Radios
	Telephone Hotlines Numbers
	LGU, Meralco

## Fire

<b>Risk</b>	<b>FIRE</b>
<b>Likely Scenario</b>	Faulty Electric Wiring, Lighting Stuck, Sabotage
<b>Probability/Likelihood</b>	Low
<b>Impact/Severity</b>	High
<b>Functions Affected</b>	Operations/ Branches/ Personnel
<b>Action</b>	Security Personnel on scene tries to put out fire by using a fire extinguisher.
	<b>Security Personnel</b> informs Command Center. Call 808-3309
	<b>Command Center</b> informs Maintenance Department/Security & Safety Mgr.
	<b>Command Center</b> calls /dispatches the Safety and Fire Marshals Committee by radio/ Phone to the scene of the fire.
	<b>Security OIC on Duty</b> to lead before arrival of Security Manager or alternate.
	<b>Command Center</b> to inform the Security Manager or alternate and the Admin Head.
	Safety & Fire Marshall fights fire and report assessment to <b>Command Center</b> .
Situational requirements (additional fire fighters, fire truck, Fire Department) are requested by <b>SAFMC</b> from <b>Admin Dept</b> .	
<b>Admin Services</b> to contact EMERGENCY--117 (if needed)	
<b>Responsibilities</b>	Admin Services, Maintenance, Security Manager, Security Personnel, SAFM
<b>Mitigation</b>	Train Security and Fire Marshall, Security Personnel and Utility personnel Organized Security and Fire Marshall
<b>Resources</b>	LGU's: BFP, NDRRMC Preventive maintenance of Fire Fighting Equipments,

## Civil Disturbance and Demonstration

<b>Risk</b>	<b>Civil disturbance and or demonstration.</b>
<b>Likely Scenario</b>	Failed CBA, Disgruntled employees, Sabotage
<b>Probability/Likelihood</b>	Low
<b>Impact/Severity</b>	High
<b>Functions Affected</b>	Operations/ Branches/ Personnel
<b>Action</b>	

	<p><b>Security Personnel and Admin Services</b> advise the Security Manager who in turn will notify VP Admin/CMT members about the threat of civil disturbance and or demonstration.</p>
	<p>Pending the convening of the CMT, Admin Services/Security Personnel shall Document the event. Once the CMT is convened, the Executive Secretary shall be assigned to the task. (Minutes of Meeting)</p>
	<p><b>INITIAL ASSESSMENT/ RESPONSE</b></p>
	<p><b>Security Manager</b> to obtain a current assessment of the situation.</p>
	<p>Assess for “Life-safety” conditions (e.g. weapons, threats or Physical confrontations)</p>
	<p>Immediately contact outside emergency response agencies (e.g. police, fire or rescue) if an immediate danger to people, property or the business exists.</p>
	<p>Continue Assessment-gather and record detailed information:</p>
	<p>1. Security- obtain intelligence information a lawful and Inconspicuous manner</p>
	<p>2. Determine the number of the demonstrators and biographical Information (e. g. age, sex, dept.)</p>
	<p>3. Determine the type of demonstration/ disturbance (e.g. Labour, political, civil)</p>
	<p><b>Business Unit Managers / Area Managers / HCSS Managers</b> must Immediately notify HCSS - Legal/Labor Relations if any LBC employees are participating in the Demonstration.</p>
	<p>Take actions to minimize any risk of harm to employees, guest and property</p>
	<p>Determine if immediate evacuation is warranted: <b>if YES</b>, Immediately initiate evacuation of area or areas. (This is not a likely option if the event is taking place outside)</p>
	<p>Assess immediate evacuation impact of LBC Express flow of business (e.g. shipping and receiving activities)</p>
	<p><b>ESTABLISH/MAINTAIN COMMUNICATIONS</b></p>
	<p>Determine what level of communications if any, should be established with the demonstrators.</p>
	<p>Establish/maintain contact with outside agencies and other support organizations.</p>
	<p><b>Legal and Marketing</b> should serve as a rumor control point. They will handle internal and external Information press releases.</p>
	<p><b>EVACUATIONS</b></p>
	<p>Coordinates evacuations with Fire/Police Dept. &amp; other Rescue Groups</p>
	<p>Consider closing or restricting access to the area.</p>
	<p><b>SECONDARY ASSESSMENT/RESPONSE</b></p>
	<p>Provide assistance to the authorities and response agencies (e. g. assign security officers to assist LGUs)</p>
	<p><b>Security Manager</b> to continuously monitor the activities of the Demonstrators and provide regular reports to the VP - Admin /CMT.</p>
	<p><b>CMT</b> should determine alternate business operation. Consult with managers from the affected lines of business.</p>
	<p>Designated personnel should direct labor demonstrators to the previously designated site protest entrance.</p>
	<p>If demonstration is directed against LBC Express, Inc. activate the Off-site CMT Crisis Control Centre and Off Site Data Centre and consider relocating the CMT members to the area and the ERT members.</p>

	CMT should determine if additional support personnel are required during the disturbance (e.g. contingent work force, extra security personnel)
	Legal should assess for potential legal ramification
	Within controlled and safe procedures, collect evidence (e.g. samples, photo, videos, witness statements, etc.)
	<b>RESTORATION/RECOVERY</b>
	CMT consult with emergency services to make a decision to resume normal business operations
	If evacuation occurred announce “all clear” and coordinate a return to the area
	Legal Dept should debrief Chairman - CMT regarding the conditions and the assessment of safe conditions.
	Management should brief employees regarding conditions and assessment of safe conditions as outlined by Legal Dept.
	Updates LBC Express, Inc. site information telephone line regarding the site’s and employee welfare-consult HCSS.
	Security - Prepare a post assessment report of the events and response. Refer to notes taken, logs and other reports.
<b>Responsibilities</b>	HSCC, Admin Services, Security Manager, Security Personnel, Legal Dept.

## Medical Emergencies

<b>Risk</b>	<b>Medical / Trauma Emergencies with Mass Casualty Mgt.</b>
<b>Likely Scenario</b>	Vehicle Accidents, Trauma, Civil unrest violence, bomb explosion, medical emergencies.
<b>Probability/ Likelihood</b>	Low
<b>Impact/Severity</b>	Low-HIGH depending on the situation
<b>Functions Affected</b>	Operations/ personnel
<b>ACTION</b>	<b>ACTIVATION / NOTIFICATION</b>
	<b>Security Personnel</b> acts as First Responder on the scene and performs first aid while waiting for Action Teams.
	Call Admin Services at (02) 808-3309 for medical assistance
	<b>Admin Services</b> to notify the ff:
	· Security Manager
	· Safety and Fire Marshalls
	· LBC Medical Personnel/Clinic/Company Nurse
	· Advance Medical Help (if needed)



	<b>INITIAL ASSESSMENT / RESPONSE</b>
	Obtain a current assessment about the victim(s) and the conditions of the event
	· Determine number of victims
	· Determine the extent of injuries/illness
	· Determine the names of victims
	· Determine the cause of the injuries/illness and has the cause been contained
	Assess for imminent “ <b>life-safety</b> ” conditions that could further harm the victim(s) and others.
	<b>Admin Services</b> will notify Admin Head and activates <b>CMT</b> .
	Action Teams will execute a response appropriate to the conditions. (Perform First Aid)
	<b>Admin Services</b> activate <b>Advance Medical Access (AMA)</b> . And will verify that outside emergency response agencies (Hospital, ambulance, police, fire and rescue) were requested to respond.
	<b>Admin Services</b> to follow-up <b>AMA</b> . Verify if on-site response resources have been deployed. (e.g. Security, First Aiders)
	<b>Admin Services</b> instruct <b>Security Personnel</b> to ensure that emergency response vehicles are properly instructed and/or escorted to the scene by security.
	<b>For mass casualty situations, implement any special response plans.</b>
	In the event of fatalities, <b>Security Personnel</b> should contain the scene until the authorities arrive - this should not interfere with any life saving measures.
	<b>ESTABLISH / MAINTAIN COMMUNICATIONS</b>
	<b>Admin Services</b> should establish/maintain contact with outside agencies and other support organizations
	Legal / Marketing Dept. should serve as a rumor control point.
	HCSS, Medical and Legal will advise if press releases are needed. Marketing Dept. will handle all external information and press release.
	<b>EVACUATIONS</b>
	If necessary, coordinate evacuations with Security/BFP/PPN/PRC
	Consider closing or restricting access to the site.

	Decisions to close the site will be made by OPS - Systems with input from the CMT.
	<b>SECONDARY ASSESSMENT / RESPONSE</b>
	Continue to monitor victim's conditions - security reports, Medical Reports from responding agencies/hospitals.
	Assist responding medical assistance teams as requested.
	Determine cause of the injuries/illness.
	Determine if there are any associated hazards (e.g. collapsing building)
	HCSS/CMT Medical representative will assume responsibility for specific record keeping the names and conditions of the victim(s)
	HCSS/Legal/CMT Medical representative will coordinate releasing medical information about the victims to EMS and the hospital
	Assess and consider providing for the needs of victim's family members (e.g. information, transportation, etc.)
	Ensure that crowd control measure are taken if necessary
	Legal Dept. should assess for potential legal ramifications.
	Within controlled, legal and sage procedures, collective evidence. (e.g. sample, photos, videos, witness statements, etc.)
	<b>RESTORATION / RECOVERY</b>
	CMT consult with responding agencies to determine if the scene is safe to resume normal business operations
	CMT thru Facility Admin/ Maintenance should arrange for cleanup of any blood borne pathogens that may have contaminated the scene - only after the scene has been released by the authorities.
	If evacuation occurred announce "all clear" and coordinate a return to the area.
	Legal Dept should debrief Chairman-CMT regarding the conditions and the assessment of safe conditions and victim information if available and appropriate.
	Management should brief employees regarding conditions and assessment of sage conditions and victim information as outlined by Legal Dept
	Assign line management to provide reasonable aid and comfort to the victims and their families.
	Area/Department Managers should continue to monitor victim's conditions and report same to LBC Express, Inc. Medical Team.

	CMT - assigned someone to prepare a post assessment report of the events and response. Refer to notes taken, logs and other reports.
	<b>Actions for Non - Emergency / Emergency Cases</b>
	1. Report to Admin / Nurse on Duty medical case.
	2. ERT representative or Nurse on Duty assess severity of medical case.
	3. ERT representative or Nurse on Duty performs first aid.
	4. Transport to nearest hospital as necessary, together with the Nurse and ERT.
	For inorganic patients: coordinate with corresponding manpower agency.
	For organic patients: transport to nearest intellicare accredited facility, for non-emergency case.
	5. Patients refusal to be brought to hospital and requests to be brought home, will be subject for approval of admin, if ERV will be used.
<b>Responsibilities</b>	Admin Services
	Marketing Dept
	SAFM and Security Personnel
	Business Unit Managers
	HCSS
<b>Mitigation</b>	Test BCP on common Medical Emergencies
	Enforce Security Measures
	SLA with LGU's
	Security Awareness and Training
	First Aid/Medical First Responder Training
<b>Resources</b>	LGUs: BFP, PNP-SWAT/Bomb Squad
	Bomb Blanket, Training on Bomb Threat Awareness and other IED.

## Bomb Threats

<b>Risk</b>	<b>BOMB Threats</b>
<b>Likely Scenario</b>	Sabotage, Disgruntled Employees, Terrorism, Building Collapse, Condemn Building
<b>Probability/ Likelihood</b>	Low
<b>Impact/Severity</b>	High
<b>Functions Affected</b>	Operations
<b>ACTION</b>	<b>INITIAL RESPONSE</b>
	After the threat is received, the Associate Informs ADMINISTRATION DEPARTMENT and or Security Manager CALL: (02) 808-3309, 0927204-3308, 0925-527-7721
	Administration Department/ Security Manager/ Alternate communicates with Area/Department Heads informing them that a bomb threat is received
	Admin Dept Calls Bomb Disposal Unit /PNP- SWAT Unit in the area
	Security Manager calls on Action Teams to be on standby for a possible search of the building for evacuation.
	Admin Dept calls BU-Heads, Team Leaders/ Area Managers /branch concern for evacuation of the area
	Admin Head calls Crisis Management Team (CMT) and recommends actions to be taken. <ul style="list-style-type: none"> <li>a. Partial search depending on the type of threat.</li> <li>b. Full or partial evacuation depending on the type of threat.</li> </ul>
	SAFM, Maintenance and Security Personnel assist in: <ul style="list-style-type: none"> <li>- Evacuation of the building</li> <li>- Improvised Explosive Device (IED)/ Bomb search of the Building if time permits</li> </ul>
	If no IED after search and clearing. Admin Dept informs CMT.
	Admin Div. announces "ALL CLEAR" and documents the incident.
<b>Responsibilities</b>	Admin Services, Safety and Fire Marshall, Security Personnel, BU-Heads
<b>Mitigation</b>	Training on Bomb Threat Escalation Enforce Security Measures SLE with LGU's
<b>Resources</b>	LGUs: BFP, PNP-SWAT/Bomb Squad Bomb Blanket, Training on Bomb Threat Awareness and other IED.

## Hi-Jacking / Hold up / Robbery

<b>Risk</b>	Hi-Jacking/ Jumper / robbery
<b>Likely Scenario</b>	Criminal Elements/ inside jobs
<b>Probability/Likelihood</b>	Medium
<b>Impact/Severity</b>	Low
<b>Functions Affected</b>	Operations, Admin-S/S
<b>ACTION</b>	<b>ESCALATION ONLY</b>
	<b>When Car/truck Jack/ robbery/ Hold-up is established.</b> Department concern call Admin Services at (02) 808-3309 Admin Services calls PNP Monitors GPS on the location of the Trucks/vehicle Admin Services tries to establish contact with Car-Jacker's / shuttle's/ employees involved.
	During Robbery Hold-up - keep calm and press panic button if applicable - cooperate peacefully- employees safety comes first - try to concentrate on the robbery's details/ features/characteristics
	Call Audit team/ Admin Services at (02) 808-3309; 0927-204-3308 Scheduling the HCSS Post trauma debriefing Coordinate with Legal for possible case filing.
<b>Responsibilities</b>	Operations- System/Solution Admin- Security
<b>Mitigation</b>	Properly Screen during recruitment of employees Strict Accreditation of Truckers/Shuttling Personnel Security Awareness and training for LBC Personnel/Contractors and Sub-contractors. Good CCTV coverage Policies on Cash Mgt Policies ( Php5K in the branches) Secret Pocket/ Vault Security Awareness and Training can also discuss to NAO. Branch Designed- ref. Defensible space
<b>Resources</b>	PNP Security Awareness and Training Escalation Tree for Hi-jacking/Hold-up
<b>Responsibilities</b>	<b>Admin - Safety &amp; Security</b> <b>Area Manager</b> <b>HCSS</b>

## Loss of Key Staff/ Personnel

<b>Risk</b>	Loss of Key Staff/ Personnel
<b>Likely Scenario</b>	Accidents/ pirated by competitor / Retirement
<b>Probability/Likelihood</b>	High
<b>Impact/Severity</b>	Medium
<b>Functions Affected</b>	Org-wide
<b>Action</b>	POLICIES OF HCSS / Code of conduct Coordination with Labor Relations
<b>Responsibilities</b>	BU Head, HSCC, Legal - Labor relations
<b>Mitigation</b>	Enforce 30 day Notice prior to resignation Train Second Liners in the rank and file ISO documentation- manuals should be available with outlined responsibilities and procedures.

## Theft, Pilferage, Lost of Cargo

<b>Risk</b>	<b>Theft, Pilferage, Lost of Cargo</b>
<b>Likely Scenario</b>	Dishonesty of Truck Drivers and/or Helpers/anyone in the org;
	Use of non-accredited truckers
<b>Probability/Likelihood</b>	Medium
<b>Impact/Severity</b>	Low
<b>Functions Affected</b>	Operations, Admin,
<b>Action</b>	<b>INITIAL RESPONSE:</b>
	1. Report to Admin Safety and Security Dept.
	2. Admin to gather information and details regarding report scenario,
	Data can be collated thru the following:
	CCTV footages
	Statements of employees (witnesses, and person's involved)
	3. Admin to record and document incident.
	4. Admin to endorse to necessary department or agency depending on person involve for final disposition.
	For Inorganic Employee: Endorsed to Manpower Agency.
	For Organic Employee: Endorsed to Labor Relations.
	Coordinate with APD - police station.
<b>Responsibilities</b>	Specific policies- handbook
<b>Mitigation</b>	Checking and having all plastic console under go XRAY at Exchange operation prior disposal. Physical checking and XRAY process of garbage being taken out at Exchange operations.
<b>Constraints</b>	
<b>Resources</b>	

## EARTHQUAKE

<b>Risk</b>	<b>EARTHQUAKE</b>
<b>Likely Scenario</b>	<b>Building Collapses</b>
<b>Probability/Likelihood</b>	<b>High</b>
<b>Impact/Severity</b>	<b>Low - High</b>
<b>Functions Affected</b>	<b>Operations/ Branches/ Personnel</b>
<b>Action</b>	<b>During Earthquake:</b>
	<b>When inside the office premises:</b>
	Perform Duck Cover and Hold - Duck under a sturdy desk or table, Cover yourself with your hands or anything you can grab to cover your head.
	Hold on to it and stay until the shaking stops.
	<b>When outside an open area:</b>
	Try to stay away from trees, power posts, and concrete structures.
	Move away from Steep slopes which may be affected by landslides.
	<b>INITIAL RESPONSE:</b>
	Command Center informs Security & Safety Manager or the Chief Safety Marshals
	Chief Safety Marshals to lead before arrival of Safety and Security Manager or alternate.
	Evacuation Safety Marshals shall assist the employees at evacuation area.
	Evacuation Safety Marshals and BU Heads performed head count of evacuated personnels.
	Search and Rescue Marshals to conduct Search & Rescue inside the Facilities
	ERT Medical Team conduct First Aid to injured employees.
	Security & Safety Manager reports to the CMT to give assessments, recommendations & actions to be taken.
	Coordinate with MMDA-MMEVC and LGU's for additional assistance
<b>Responsibilities</b>	<b>Safety Marshals, Admin Services, Security &amp; Safety Department</b>
<b>Mitigation</b>	<b>Regularly Conduct Earthquake Drills</b>

## I. EVACUATION PROCEDURE

Evacuation of personnel from the building or floor may be ordered for the following emergencies:

1. Bomb Threat
2. Explosion
3. Fire
4. After an Earthquake
5. Civil Unrest

To guide the employees during an evacuation, Exit Route plan must be posted on the common areas of each floor. Exit Signs must be adequately lighted for visibility. Employees should assist disabled, pregnant or medically challenged personnel.

The notice to evacuate shall be announced thru Mega phones and alarm devices

SAFM/ BU's and security personnel shall be responsible for making the announcement upon instructions from the Security Manager.

### 1. EMPLOYEE INSTRUCTIONS UPON RECEIVING EVACUATION ORDER

1. Secure your valuables such as purses, keys, badges and other important documents and classified materials. Badges shall be used for re-entry. However, if you are away from your desk, do not return for it.
2. If time permits, shut off all electrical equipment before leaving your desk.
3. Evacuate the building in a calm and orderly manner as directed by the Evacuation Leader/Marshalls
4. Do not use the elevators or escalators.
5. Managers shall assist the Evacuation Leader in ensuring that all personnel on the floors are completely evacuated from the facility.
6. Personnel are to proceed directly to the Evacuation Area and report to their managers for accounting. They shall stay clear off the path of emergency vehicles.
7. Managers are responsible to account all employees and report results to the CMT.
8. Evacuated personnel are not to enter the facility until they are instructed by the CMT.



**2. EVACUATION AREAS/ ASSEMBLY AREAS**

Assembly area for the evacuation is at the building Parking Area. A Command center is established for accounting purposes.

VIP's will be evacuated at the Steel Parking lot where a transport awaits them for an immediate extraction to a undisclosed area.

**3. RE-ENTRY**

An 'all -clear' signal shall be issued by the security coordinator when it is safe to re-enter the building as instructed by the CMT - Chairman.

Security shall monitor doors and check all employees ID Badges to verify authorized entry.

**Medical Facilities**

In case the evacuation of the building is ordered, First Aid and Medical Stations shall be set up and assisted by employees trained in First -Aid.

If further medical attention is required, the patient shall be taken to the nearest hospital.

Company vehicles/ERV shall be mobilized to provide support to ambulances and other rescue vehicles in transporting victims or patients to hospitals.

**Emergency Numbers:**

OFFICE	TELEPHONE NO.
NATIONWIDE EMERGENCY NUMBER	911
<b>NDRRMC hotlines for Luzon</b>	
Office of Civil Defense-NCR	(02) 421-1918 (02) 913-2786
Office of Civil Defense-Region 1	(072) 607-6528
Office of Civil Defense-Region IV-A	(049) 531-7266
NDRRMC Region IV-B	(043) 723-4248
NDRRMC Cordillera Administrative region	(074) 304-2256 (074) 619-0986 (074) 444-5298 (074) 619-0986
<b>OFFICE OF THE CIVIL DEFENSE REGIONAL OFFICE</b>	
Region I	(072) 607-6528 (072) 700-4747
Region II	(078) 304-1630 (078) 304-1631
Region III	(045) 455-1526 (045) 455-0033
Region IV-A	(049) 834-4344 (049) 531-7266 TF (049) 531-7279
Region IV-B	(043) 723-4248 (043) 702-9361
Region V	(052) 742-1176
	Globe +63917-574-7880
	Smart +63928-505-3861
Region VI	(033) 336-9353 (033) 337-6671 (033) 509-7319
Region VII	(032) 416-5025 (032) 253-6162 (032) 253-8730
	Globe +63917-947-5666
	Smart +63949-471-0009
Region VIII	Globe +63917-700-1121/ +63915-762-2368
	Globe +6306-402-7737 TEXT FIRST BEFORE CALLING THIS LINE
Region IX	(062) 911-1631 (062) 925-0458 (062) 991-3450
Region X	(083) 857-3907 (088) 857-3988 (Telefax)
Region XI	(082) 233-0295 (082) 233-0611 (Telefax)
Region XII	(083) 552-9759 (082) 553-2994 (083) 301-2994
	Globe +63917-628-3720
	Smart +63920-976-4001
CAR	(074) 304-2256 (074) 619-0986 (074) 444-5298
CARAGA	(085) 342-8753
National Capital Region (NCR)	(02) 913-2786 (02) 421-1918

<b>Department of Social Welfare and Development (DSWD)</b>	
DSWD	Text hotline 0918-912-2813
	Trunkline (02) 931-8101
Disaster Response Unit	Disaster Response Unit : 856-3665, 852-8081
RED CROSS	Hotline 143, (02) 527-0000 (02) 527-8385 to 95
	Disaster Management Office : 134 (Staff) 132 (Manager) 133 (Radio Room)
	Telefax : 527-0864
<b>Department of Interior and Local Government (DILG)</b>	Globe 0917-627-9627
Philippine National Police (PNP) hotline patrol	Hotline : 117
	722-0650
	Text hotline : 0917-847-5757
Bureau of Fire Protection (NCR)	Direct line : (02) 426-0219 (02) 426-3812 (02) 426-0246
Philippine Coast Guard	Trunkline : (02) 527-8481 to 89
	Action center : (02) 527-3877
	Globe 0917-724-3682, 0917-PCG-DOTC
	Smart 0918-967-4697
<b>METRO MANILA DEVELOPMENT AUTHORITY (MMDA)</b>	Hotline : 136
	Trunkline : (02) 882-4150 to 77
	rescue loc. 337
	Metrobase : 255
	Road Safety : 319
	Public Safety : 374
	Road Emergency : 320
	Flood Control (02) 882-0925
Office for Transportation Security (OTS)	(02) 853-5249
	Globe : 0915-315-5377
Manila Traffice Hotline	Front desk : (02) 527-3087

	Traffic Investigation (02) 527-3088
	Trunkline (02) 527-3065
PHIVOLCS	Trunkline (02) 426-1468 to 79 local 124/125 (Seismology)
<b>Department of Public Works and Highways (DPWH)</b>	
	Hotline 165-02
	Trunkline (02) 304-3000
	Road repairs/maintenance (02) 304-3713 (02) 304-3904
Civil Aviation Authority of the Philippines (CAAP)	
	Operations (02) 879-9112 (02) 879-9110
Manila International Airport Authority (MIAA)	Text hotline (0917) 839-6242 (TEXNAIA)
	Terminal 1, 2 and 4 : 877-1109 local 2444
	Terminal 3 : 877-78888 local 8046
MANILA WATER HOTLINE	1627
MERALCO HOTLINE	16211
MAYNILAD HOTLINE	1626

### Hospital Emergency Numbers

Office	Telephone Number
Asian Hospital & Medical Center	876-5807
Chinese General Hospital & Medical Center	711-4141 to 51 loc. 333 or 338
De Ocampo Memorial Hospital	715-1891
Makati Medical Center	888-8910
Manila Doctors Hospital	528-8114
St. Lukes Medical Center	723-0301 loc. 5433
UST Hospital	749-9733
San Juan De Dios Hospital	931-6829
New Era Hospital	932-7387
Alabang Medical Clinic	842-0315
Philippine Orthopedic Hospital	711-2316
De Los Santos Medical Center	723-0041
Dr. Victor R. Potenciano Medical Center	531-4911
Lung Center of the Philippines	924-6101

	<b>loc. 227 or 228</b>
Medical Center Manila	525-6836
The Medical City General Hospital	631-8626
Veterans Memorial Hospital	927-6426-45 <b>loc. 1400 or 1401</b>
Perpetual Help Medical Center	801-0080

## ESCALATIONS GRID and Checklist

### FIRE EMERGENCIES

PROCESS FLOW	ESCALATION	COMM. TREE
<p>Security Personnel (SP) on scene tries to put out fire by using a fire extinguisher. Informs Admin. Services.</p> <p><b>Admin Services (AS)</b> informs Maintenance Department.</p> <p><b>AS</b> Calls /dispatches the Safety and Fire Marshals (SAFM) by radio/ Phone to the scene of the fire. Security OIC on Duty to lead before arrival of Security Manager (SM) or alternate.</p> <p><b>AS</b> to informs the SM or alternate and the Admin Head.</p> <p>SAFM fights fire and report assessment to <b>AS</b>. Situational requirements (additional fire fighters, fire truck, Fire Department) are requested by SAFM from <b>AS</b>.</p> <p><b>AS</b> to contact 117 if needed</p>	<ol style="list-style-type: none"> <li>1. <b>SP</b> radios/call the FF: <ul style="list-style-type: none"> <li>▪ Admin Services</li> <li>▪ SAFM</li> </ul> </li> <li>2. <b>AS</b> calls : <ul style="list-style-type: none"> <li>• SM</li> <li>• VP ADMIN</li> <li>• Maintenance Dept.</li> </ul> </li> <li>3. <b>AS</b> to call VP Admin.</li> <li>4. <b>AS</b> call BFP/ Mia Fire Dept.</li> <li>5. <b>AS</b> calls 117.</li> </ol>	<p>Administrative Services : <b>(02) 808-3309</b></p> <p>Maintenance Dept : Cell #: 0922 852 2984</p> <p>Security &amp; Safety: Cell #: <b>0933 720 5336</b> Alternate: Cell #:</p> <p>VP ADMIN: Cell #:</p> <p>Fire Department:</p> <p>MIA Fire Dept: Tel#:</p> <p>Pasay Fire Dept: Tel #: <b>844-2120</b></p> <p>Makati Fire Dept: Tel #: <b>844-3313</b></p> <p>Pasay Fire Dept.</p> <p>Emergency Hotline: <b>117</b></p>

**EXPLOSION**

PROCESS FLOW	ESCALATION	COMM. TREE
	<p><b>Category 1:</b> Company property was damaged but will have no effect on the operations of the Company.</p> <p>4. Calls for Fire Department 5. Calls for Bomb Squad.</p>	<p>Fire Department: Pasay Fire Dep't: Tel #: <b>844-2120</b></p> <p>Makati Fire Dep't: Tel #: <b>844-3313</b></p> <p>Emergency Hotline: <b>117</b></p>

PROCESS FLOW	ESCALATION	COMM. TREE
<p>Security will inform other support group to proceed at the area</p> <p>Security Manager/alternate shall report and update AS the status of the incident and recommend action to be taken</p> <p>SP prepares report for documentation and filing.</p>	<p><b>Category 2:</b> Company property was damaged, people gets hurt, imminent effect on the Company Operations.</p> <p><b>Actions:</b></p> <p>1. Notify the Security Manager/alternate or the duty Supervisor by all means necessary. 2. Notify and alert SAFM unit. 3. 4. Calls for Fire Department 5. Calls for Bomb Squad. 6. Calls for Emergency Evacuation (Partial or Full depending on the level of damage).</p>	<p>Fire Department: Pasay Fire Dep't: Tel #: <b>844-2120</b></p> <p>Makati Fire Dep't: Tel #: <b>844-3313</b></p> <p>Emergency Hotline: <b>117</b></p>

**POWER OUTAGE**

<b>PROCESS FLOW</b>	<b>ESCALATION</b>	<b>COMM. TREE</b>
<p><b>SP (Security Personnel) informs:</b></p> <ul style="list-style-type: none"> <li>• Security Manager (SM)/alternate,</li> <li>• Admin Services and</li> <li>• Maintenance Dept (MD).</li> <li>• Building Maintenance (for Star Cruises)</li> </ul> <p>MD - Start Genset or any Back-up Power ( SLE-5mins)</p> <p>Star Cruises ( c/o Building Maintenance)</p> <p>SP to Liason with MD for updates on the situation and ensures that reports are forwarded to Administrative Services.</p> <p>AS call Meralco for power updates</p>	<ol style="list-style-type: none"> <li>1. SP Call SM/Alternate, AS and MD</li> <li>2. AS advises BU heads</li> <li>3. SCR call Meralco for Power updates</li> </ol>	<p>Admin Services : <b>(02) 808-3309</b> Cell # : <b>09</b></p> <p>Security Manager: Cell #: Alternate: Cell #: <b>0925-527-7721</b></p> <p>Maintenance Dept Cell #:</p> <p>Star Cruises Eng’g Department: Cell #:</p> <p>Meralco Hotline: Tel #: <b>631-1111</b></p>



## EARTHQUAKE

PROCESS FLOW	ESCALATION	COMM. TREE
<p>After the shaking stops, <b>Security Personnel and Admin Services</b> will inform the Security Manager or alternate, BU heads and</p> <p><b>AS</b> activates Safety and Fire Marshalls, MD and Utility</p> <p>SM or alternate shall report the situation to the CMT Head/ Admin Services Head and to recommend the action taken or status of incident:</p> <p>Activate a full evacuation of the building. SAFM Teams will assist in the assembly points</p> <p>MD and SP to check the building for cracks and for safety;</p> <p><b>AS</b> call the following if situation escalates:  BFP  DoH  PHILVOCS  NDRRMC  Philippine Red Cross  to  <b>AS</b> establishes a Help desk and command centre in assembly point for accounting of personnel;</p> <p>SCR establishes a Help desk and command centre in assembly point for accounting of personnel;.</p> <p>MD, SP and SAFM report to SM and or Alternate.</p>	<ol style="list-style-type: none"> <li>1. <b>AS</b> call Security Manager/alternate and VP-AS.</li> <li>2. <b>AS</b> Calls /radio <b>SP</b></li> <li>3. <b>AS</b> calls Medical Assistance</li> <li>4. <b>AS</b> alert SAFBC</li> <li>5. <b>AS</b> calls 117</li> </ol>	<p>ADMIN :  Tell # : <b>808-3309</b></p> <p>Security Manager:</p> <p>Alternate:  Cell #:</p> <p>VP AS:  Cell #:</p> <p>Maintenance Dept :  Cell #:</p> <p>Fire Department:  Pasay Fire Dep't:  Tel #: <b>844-2120</b></p> <p>Makati Fire Dep't:  Tel #: <b>844-3313</b></p> <p>Philippine Red Cross  Tel #: <b>854-2748</b></p>

SM/ alternate reports and recommends actions to CMT for before going back to building.		
AS prepares Report for documentation and filing.		

**Earthquake - Checklist**

CMT / SP/ERT / Concerns	YES	NO	Comments	Time
<b>RESPOND TO CRISIS MANAGEMENT ROOM</b>				
Security will proceed to the primary CMR to assess safety.				
CMT should report to the primary CMR when a tremor occurs.				
If the primary CMR is unsafe - the CMT will direct to proceed to the Secondary CMR.				
<b>INITIAL ASSESSMENT / RESPONSE (After the Earthquake)</b>	<b>YES</b>	<b>NO</b>	<b>Comments</b>	<b>Time</b>
Obtain a current assessment of the situation (e.g. affected locations, size, casualty reports etc.)				
Activate the SP/SAFM and conduct inspection of all areas. Mobilize the Managers, Team Heads for assistance.				
Assess for any "Life/Health Safety" Conditions. Check for injuries, fires, structural damages, broken gas lines, damages to water lines, power supply, fire protection system elevators and other fire and safety hazards.				
Check for trapped persons in elevators, storerooms and comfort rooms. Contact elevators service technician to assist in elevator rescue and check elevator for damages.				
Barricade elevators. Do not allow use until after inspection by elevator service personnel.				
In case of incipient fires, SP/ SAFM/ERT to conduct initial fire fighting pending the arrival of the local fire department.				
Set up Medical Station, to provide Medical and first aid assistance pending the arrival of professional help. In case of massive injuries, implement appropriate response plan.				
CMT will advise and monitor dispatched emergency responders (e.g. security, first aiders, etc.)				
Provide assistance to the authorities and emergency responders (e.g. assign Security Personnel to assist BFP)				
<b>ESTABLISH/ MAINTAIN COMMUNICATIONS</b>	<b>YES</b>	<b>NO</b>	<b>Comments</b>	<b>Time</b>
Establish/ Maintain contact will outside agencies and other support organizations.				
Legal-Communications should serve as a rumor control point.				

Legal-Communications will handle internal and external information press releases.				
If necessary, change or update LBC's communication line regarding the site's status and employees' welfare-consult communications.				
<b>EVACUATIONS</b>	<b>YES</b>	<b>NO</b>	<b>Comments</b>	<b>Time</b>
Consider full or partial evacuations of the affected areas.				
If evacuation is ordered, Security Manager to direct evacuation through the SAFM/ ERT. AS to make appropriate Public Announcement.				
Coordinate evacuations with Security / Fire / Police Departments.				
Consider closing or restricting access to site. Security to implement strict control procedures.				
<b>SECONDARY ASSESSMENT / RESPONSE</b>	<b>YES</b>	<b>NO</b>	<b>Comments</b>	<b>Time</b>
Monitor the affected communities for disaster evaluations.				
Are there site environmental concerns / issues?				
Have the appropriate authorities been notified-Environment Protection Agency.				
Legal should asses for potential legal ramifications.				
Security to confirm that fire systems are in a ready state; Stand by the monitor if necessary.				
Assess for any associated hazards.				
<b>RECOVERY PROCESS</b>	<b>YES</b>	<b>NO</b>	<b>Comments</b>	<b>Time</b>
Once "life - safety" issues have been dealt with, begin the recovery process. Activate ERT.				
CMT consult with emergency services to make a decision to resume normal business operations.				
If evacuation occurred announce "all clear" and coordinate a return to the area.				
Communications should debrief Chairman-CMT regarding the conditions and the assessment of safe conditions.				
If facility has been declared unsafe for use, CMT to decide shutdown of facility and activate alternate office site for vital operation. Other staff can temporarily work at home until new office site has been found.				
Facilities, Procurement and Security Manager to look for new office location.				
Management should brief employees regarding conditions and assessment of safe condition as outlined by Communications				
Update LBC new site information telephone line regarding the communications.				
AS/Security - Prepare a post assessment report of the events and response. Refer to notes taken, logs and other reports.				



