

EMERGENCY RESPONSE PLAN

Disaster Contingency Plan For Sodexo

SECTION 18

Updated 03/2008
03/2009

Sodexo

Emergency/Disaster Recovery Plan

Sodexo established this plan in order to provide structure to the recovery in the event of an emergency or disaster. The plan is based on three levels of emergency as defined below:

Level 1 Emergency – Inclement weather emergency which prevents employees from safely traveling to/from work. Examples: snow storm or hurricane.

Level 2 Emergency – A situation where a unit is accessible but not functional. Example: a prolonged power outage.

Level 3 Emergency – A situation where a unit is inaccessible to employees. Examples: fire or other damage to the building.

Policy:

Primary contacts are identified within the plan with specific responsibilities and are to carry out these responsibilities in case of an emergency. Backup persons are also identified.

An emergency plan has been created. Updates will be sent to University Police as needed to keep the plan accurate.

Contents include:

1. Copy of the “Emergency/Disaster Recovery Plan”
2. Office list/phone numbers.
3. Employee home/cell phone numbers
4. Phone Directory for Sodexo

Emergency Information

Emergency supplies are kept in each unit to aid employees for situations which occur in the individual units.

Item	Location
First aid kit	Kitchen on wall
MSDS Manual (Hazardous materials)	Kitchen on wall
Defibrillator	On wall in dining hall.
Fire extinguishers	Located throughout each unit (kitchen, dining hall)
Choking emergency posters	Kitchen
Evacuation Routes	On wall in dining hall.

EMERGENCY CONTACT LIST - These numbers are also posted on wall in each kitchen.

University Police	Alumni Hall	436-3550
Ambulance		436-3550 or 911 on campus phone
Fire Department		436-3550 or 911 on campus phone
Poison Control Center		1-800-682-9211
A.O Fox Hospital Emergency		431-5000

ROLES AND RESPONSIBILITIES

Sodexo has designated the following persons as Emergency Coordinators:

Primary: Steven O'Riley

Backup: Jimmy Hamm

The critical functions of the office and the persons responsible for the functions are:

Name	Function	Home Phone	Cell Phone
Steve O'Riley	General Manager		
Jimmy Hamm	Director of Operations		
Stacy Land	Director of Retail		

Level 1 Emergency - Severe Weather Situation

Procedures

During a business day –

1. In the event that severe inclement weather should arise during the business day, the President's Office will announce if an early closing is warranted. The General Manager of Sodexo Dining Services will make a determination concerning the closing of any of the dining facilities.
2. If such an emergency limits the number of food service personnel on campus, Wilsbach Dining Hall and Hulbert Dining Hall will remain open with as much staff as possible. All other locations will close in the following order: Jazzman's Café, The Dining Facility at Hunt Student Union, Mills Dining Hall and the Marketplace in Mills.

Prior to a business day –

1. In the event that severe inclement weather is forecasted and prevents employees from traveling to/from work safely, they will decide by 5 a.m. whether the office will be closed for that day or if the office will open late.
2. Should a severe weather situation arise, for example, on a Tuesday and severe weather is predicted for Wednesday, the General Manager will inform University Police which units will not open or open late. An Email message may also be sent to the college distribution list.
3. Should the weather situation persist for more than one day, the General Manager will notify University Police by 5 a.m. as to the status of the units opening or closing.

Evacuation plan

In the event of an emergency building evacuation, take the following action.

- Remain calm
- Follow the instructions of your company Floor Captain and Area Leader or alternate.

FLOOR CAPTAINS ARE: Manager or Supervisor on duty

Responsibilities of a floor captain are:

- Ensure all employees leave the premises
- Listen for instructions and follow them.
- Close the door of your office as you leave. Do not return for any personal items.
- Make note of the location of all disabled persons. The method of evacuation of disabled persons will be determined by the individual Floor Captains.
- Form evacuation line – two abreast.
- Be prepared to merge with other people evacuating the building.
- Stay to the right of the stairway so that incoming emergency personnel can utilize the stairwell. Use the hand rails.
- **Do not go to the elevator.** It will not respond.
- Keep talking to a minimum. Do not smoke.
- Once out of the building, assemble at your pre-designated meeting place.
- Do not return to the office until the “all clear” announcement is given by University Police.

Fire Procedure

Upon discovery of a fire, take the following action:

- Remain calm
- Activate the nearest Alarm Pull Station (stairwell) if the alarm is not already engaged
- After you have notified the University Police, notify the following:
- Your designated Floor Captain or Alternate Floor Captain
- Do not attempt to fight the fire.
- If an evacuation is necessary follow the accompanying Evacuation Procedures and listen for instruction.
- **Use stairways only**; do not use elevator.
- If caught in heavy smoke, get low to the floor, take short breaths, breathe through your nose, and crawl to the exit. The air is clearer near the floor.
- Check doors for heat before opening them, especially if you smell smoke. If the door knob is HOT, do NOT open the door.
- If your clothes catch fire: STOP, DROP & ROLL!
- Do not rush into corridors or stairwells, especially if you smell smoke.

Smoke Detectors

The operation of any smoke/heat detector, sprinkler water-flow device or manual fire alarm station will automatically:

- Notify University Police 436-3550 or 911 on a campus phone who will notify the Oneonta Fire Department
- Capture all elevators and return them to the lobby.
- Sound the alert signal throughout the building.

The Fire Department is notified by the central monitoring station.

The building fire alarm will sound with a high volume, high pitched pulsing tone. Professional help is on the way.

Building Design Features:

Fire Control Panel

This is the fire alarm enunciator and controls all alarm pull stations, sprinkler-flow alarms, smoke/heat detectors, and emergency signals to the Fire Department.

Alarm Pull Station

These are available in the dining halls and kitchens. There is an alarm pull station located at each stair on every floor.

Sprinkler System

Each floor is equipped with ceiling-mounted sprinkler heads. When activated, alarms are automatically sounded while simultaneously dispatching the Fire Department.

Smoke/Heat Detectors

These are located in various areas of each floor of the building. These sensors make it possible to detect combustible vapors, smoke or fire.

Emergency Lighting

In the event of the loss of electrical power to the building, a complete system of emergency lighting is provided to all floors throughout the building and each stairwell.

Hood Suppression System

Accident or Illness

In the event an accident or illness of an employee or visitor takes place in your office, take the following action:

Call 436-3550 or 9-1-1 on a campus phone first.

Give the dispatcher the following information:

- a. company name and building address
 - b. floor location of accident or illness
 - c. type of injury, illness or symptoms
- Do not move the injured or ill person
 - Try to make them comfortable
 - Give University Police details of the problem
 - If possible, have someone meet the emergency units at the elevator on your floor.

Response:

- Emergency units will be dispatched as a result of your call.
- Building Management will notify building staff people.
- Oneonta Fire Department will be with you shortly and administer medical assistance or take the ill or injured person to the hospital.

Hurricane Procedures

The National Weather Service, in most cases, informs the public well enough in advance of an approaching hurricane that proper preparation may be taken.

- In the event of a hurricane, please take the following precautionary measures:
- Move all valuables from perimeter office to inside areas.
- If you have blinds, draw them closed.
- Close all doors to perimeter offices.
- The building will be officially closed and services will be shut down when the hurricane is predicted to arrive. Elevators should not be used.
- The building will be cleared of all employees and visitors.
- The building will not be reopened until University Police deems the building safe and all utilities restored.

Tornado

By definition: a Tornado Warning is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement. Wind could be 75 MPH or greater.

Building Management will also make an announcement. Please take the following action:

- Get away from perimeter of the building and exterior glass.
- Go to the central corridor of the building.
- Sit down in the corridor and protect yourself by putting your head as close to your lap as possible or kneel protecting your head.

If you are in transit in the building:

- Do not go outside of the building.
- You will be given further instruction by building emergency personnel who will arrive with help as soon as possible.

Bomb Threat

In the event a bomb threat is received take the following action:

If the bomb threat is called in, keep the caller on the line and obtain as much of the information as possible, such as male/female, age of the caller, background noise, etc.

Immediately call 911.

- a. State "I have received a bomb threat."
- b. Give your company name.
- c. Give your floor location.
- d. Give name of person receiving call.

After you have notified 911, notify the following:

- a. University Police at 436-3550
- b. The building manager.

RESPONSE:

- Police are notified by the person who received the call.
- Building search is made by Police
- Police or Bomb Squad contacts and questions the person who received the bomb threat.
- A building evacuation may take place. Refer to the EVACUATION PROCEDURE for proper action.
- In case of evacuation, your building manager or authorized persons must remain near the building so the Police may contact them.
- In the event of an evacuation, turn off all familiar office equipment.
- An "ALL CLEAR" announcement will be given by University Police once the building has been deemed safe to re-enter.

BOMB THREAT TELEPHONE OPERATOR'S CHECKLIST

ASK THE FOLLOWING QUESTIONS (circle answers or fill in the blanks):

1. Judge the voice:

Man _____

Woman _____

Child _____

Age _____

Drinking? _____

Other _____

2. Listen for any background noise: Check if heard.

___ Music

___ People talking

___ Cars or Trucks

___ Airplane

___ Children or babies

___ Machine or noise

___ Typing

___ Other

Elevator Interruption

The building's elevators are designed to stop at the slightest indication of an unsafe situation. Occasionally elevator service can be interrupted if the elevator control system senses a potential dangerous situation.

- If the elevator service is interrupted while you are a passenger take the following action:
Push button on emergency telephone.
- When monitoring company answers:
 - a. Give floor level if possible.
 - b. Give elevator number, which is located on the Certificate of Inspection, posted above the control panel on the interior of elevator.
- Do not try to force open an elevator door.
- Remain calm.
- Talk by telephone with monitoring company.
- Answer the phone in the elevator if it rings.

Response:

- University Police will secure assistance.
 - Someone will be in touch with you by phone, speaker system, or from outside the elevator.
 - Passengers will be assisted as soon as possible.
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Level 2 Emergency – Accessible Office Which is Nonfunctional

If the senior officer for Sodexo can be assured by University Police that the situation will be completely resolved quickly, the office will attempt to operate out of its own facility (as in the case of no electricity but working phones).

Should the problem persist for a prolonged period of time and University Police closes the building or if the senior officer or Emergency Coordinator deem it necessary, the emergency will be declared a **LEVEL 3 Emergency**.

Level 3 Emergency – Facility is Either Inaccessible or Nonfunctional

Procedures:

1. Communication:

Notify Sodexo employees of situation.

- In the event that the General Manager is notified by University Police of a building situation which makes the campus inaccessible, every effort will be made to notify employees.
- Point people are designated and are assigned a list of employees to call to notify them.

University Police will ensure that SODEXO management is informed of the campus closing.

In the event of a Level 3 Emergency, dining services will request necessary food supplies, coordinate efforts with the Red Cross and other agencies, direct and arrange for emergency meals, and provide food services and shelter to the best of their ability.

EMPLOYEE HOME PHONE LIST: - to be distributed to communications point people only

Sodexo Offices

Steve O'Riley	607-436-3336
Jimmy Hamm	607-436-3301
Carrie Lusk	607-436-2439
Jeannie Hobkirk	607-436-3337
Kathy Eichhorn	607-436-2449
Kelly Shimkus	607-436-3335

Food Service Locations

Catering - Morris	607-436-3502
Katherine Struble	
Bryan Bennett	
Pam Murphy	

Commissary - Bakery	607-436-2170
David Kropp	

Hulbert Hall	607-436-3205
Lynn Cross	
Heather Brown	
Ward White	

Hunt Student Union	607-436-3222
Gert Jenouri	
Jaime Dolan	

Mills Hall	607-436-3436
Mark Banner	
Bart Liberatore	

Mills Market Place	607-436-2165
Stacy Land	
Christopher Howard	
Mary Jo Frankl	
Suzanne White	
Andrew Horn	

Jazzman's Café	607-436-2672
Kathy Schmid	
Rita Wright	

Wilsbach Hall	607-436-2564
Rebecca Molloy	
Bill O'Donnell	
John Sawin	