

Site Emergency Reaction Plan (SERP)

Procedures for Occupants of Axiom Leased Spaces

Guidance for Visitors and Occupants of Clients Space

Axiom Resource Management, Inc.

2941 Fairview Park Dr. Suite 900
Falls Church, VA 22042

Tel: (703) 208-3000
Fax: (703) 205-2945
www.axiom-rm.com

Axiom Resource Management Facilities Team:

Phyllis Gaglia
Tel: (703) 208-3000 ext. 234
Cell: (703) 400-2400

Jennifer Haines
Tel: (703) 208-3000 ext. 220
Cell: (703) 906-9318

David Phillips
Tel: (703) 208-3000 ext. 252
Cell: (703) 774-5214

Shadae' Bryant
Tel: (703) 208-3000 ext. 201

FacilitiesTeam@axiom-rm.com
HR@axiom-rm.com

Last Update: July 2013

Inside is the information you need to know about...

- Procedures to follow in the event of an emergency
- Area of relocation for your team



1.0 Emergency Evacuation Policy	3
2.0 Site Emergency Reaction Plan (SERP) Monitors	3
2.1 Overview	3
2.2 Role of the SERP Monitor	4
3.0 Evacuation Signals.....	5
4.0 Emergency Alerts and Suppressors.....	5
4.1 Exit Diagrams	5
4.2 Emergency Alerts and Suppressors.....	6
5.0 Relocation Sites.....	6
5.1 2941 Office Building	6
5.2 Skyline, Suite 6-819	8
6.0 Staff Working in / Visiting Client Space	9
7.0 Guidelines for Specific Emergencies	9
7.1 Fire	9
7.2 Illness or Injury	9
7.3 Bomb Threats.....	10
7.4 Utilities and Maintenance Emergencies	10
7.5 Hurricane Plan.....	10
7.6 Tornado/Severe Weather.....	10
7.7 Flood Plan	11
7.8 Hazardous Materials Accidents (HAZMAT)	11
7.9 Earthquake	12

1.0 Emergency Evacuation Policy

It is the responsibility of the Axiom Facility Team to prepare plans whereby the facility, or parts thereof, can be evacuated quickly in the case of an emergency. Causes for evacuation could be fire, bomb threats, explosion, flood, severe thunderstorm, severe winter storm, hurricane, tornado, toxic fumes, electrical failure, earthquake, or structural failure. In an emergency, evacuation of the Axiom Facility should proceed as rapidly and safely as possible. Axiom's Site Emergency Reaction Plan (SERP) identifies the roles and responsibilities of the SERP Monitors as well as outlines the procedures that all Axiom employees should follow when responding to an emergency in 2941 Fairview Park facility or Sky 6- 819 facility. These instructions will help ensure the safety of all Axiom employees, colleagues, and guests.

SERP Monitors should keep these two forms of evacuation in mind:

- **Shelter-In-Place:** Keeping employees and staff members in place but securing a location for the emergency at hand. This will obviously vary from suite to suite but should be the largest/most secure space void of windows. An example of when it might be best to conduct a Shelter-In-Place is during a tornado or an external chemical release.
- **Off-Site evacuation:** Movement of all employees and visitors out of the building to the designated off-site location(s).

The plan shall be reviewed annually and updated as needed. Each employee at the facility shall be made familiar with the plan and trained in his/her responsibilities within the plan. New employees shall receive this review during their orientation period.

Fire drills are held by property management.

2.0 Site Emergency Reaction Plan (SERP) Monitors

2.1 Overview

In each Axiom-leased workspace there are designated staff members serving as SERP Monitors; Lead and Deputy. Each contract team has their own SERP Monitor; for example, HIPAA, Privacy, Keymind, and Sky 6- 819. In the absence of one or more Monitors, a replacement may be appointed/designated as a Monitor. Members of this team will be referred to as the SERP Team. This team will be available to provide guidance on how to respond to an evacuation/emergency for their respective suites. They will decide whether to conduct a Shelter-In-Place or an Off-Site Evacuation in the absence of official guidance. They will decide the final location of the evacuation based on the evolving nature of the event. During any emergency situation, please actively participate in the following activities:

- **Listen to your leaders.** Please adhere to all instructions provided by your SERP Monitors of your evacuated workspace. The list of SERP Monitors for each respective suite will be updated and distributed on an as-need basis.

Whenever there is doubt in how to respond to an emergency, look to your SERP Monitors for guidance.

- **Remain with your group.** Strive to remain with your respective group until you have been authorized to leave.

2.2 Role of the SERP Monitor

The SERP Monitors will ensure that **SERP** will be executed as follows:

2.2.1 SERP Monitor Leadership

There is a Lead and Deputy SERP Monitor for each contract team; Privacy, Keymind, HIPAA, HQ and Sky 6-819. Your SERP Monitor should ensure that the following is completed:

- The Lead SERP Monitor will be at the head of the group and lead the group to the relocation site.
- The Deputy Monitor will conduct a headcount as personnel leave the suite.
- The Deputy Monitor will also do a physical “sweep” to ensure that everyone has evacuated the suite as well as grabbing the first aid kit.

2.2.2 Power Down/Lock Up Office

Prior to departing the suite, EVERYONE will attempt to: (a.) Turn off the lights and equipment (if possible) and (b.) Leave interior doors unlocked. The Deputy SERP Monitor will lock the suite’s main door(s) (if applicable).

2.2.3 Support for People with Disabilities

SERP Monitors will ensure a safe passage for all office occupants, including any person with a disability that requests assistance in evacuating the building. This may include appointing individuals to assist with an evacuation.

2.2.4 Ensure Occupants Exit the Building

In the event of an Off-Site evacuation, the Deputy SERP Monitor will direct occupants to evacuate the suite and building by following the Lead SERP Monitor, exiting onto the building’s approved evacuation location. Exit floor and Relocation Site are dependent on: 1) The type of emergency call in which the staff is responding to; 2) The size of the organization; and 3) The direction provided by the Lead SERP Monitor.

2.2.5 Relocate Workspace Occupants

- The Lead SERP Monitor will direct the group away from the building then toward the Relocation Site designated for that building, or one that is most appropriate for the circumstances.
- At their respective Relocation Site, the Lead SERP Monitor will reassemble the group and get a headcount.

2.2.6 Report Headcount of Workspace

After all workspace occupants have gathered at their respective relocation sites, the Lead SERP Monitor will count occupants as they arrive and then compare with the final evacuation count conducted by the Deputy SERP Monitor. The SERP Monitors will pass that information to the HQ SERP team (HR and Facilities).

If possible, relay this information via email or text message.

****IN THE EVENT OF A BOMB THREAT, DO NOT COMMUNICATE VIA CELL PHONE UNTIL EVACUATION IS COMPLETE****

Please report the following:

- Headcount of staff and visitors evacuated
- Final Location of Relocation Site
- Number of Staff/Visitors unaccounted for.
- Number of casualty/injuries (if applicable) categorized as Litter or Ambulatory.

2.2.7 Ensure a Safe Return to the Building

After they have received the “safe return” signal from either the Fire Marshal Officials or the Building Engineers, the Lead SERP Monitor will inform their work area’s occupants that they may return to their respective suites.

3.0 Evacuation Signals

When the alarm system is activated, all elevators will automatically return to the lobby level and allow passengers to disembark. If the alarming situation is on the lobby level, the elevators will return to the approved evacuation location.

The signal notifying all buildings of an evacuation is the general building alarm. This alarm sounds throughout the building that needs to evacuate.

4.0 Emergency Alerts and Suppressors

4.1 Exit Diagrams

Diagrams are displayed at the following locations:

- Near each exit
- Inside the conference rooms

4.2 Emergency Alerts and Suppressors

In accordance to Fairfax County, Virginia Fire Inspection Policy, 2941 Building Management has installed water sprinklers and smoke detectors in the ceilings of every suite.

Fire/Emergency Alarm Levers
are located near the building's main stairwells.

Fire Extinguishers
are located in the kitchen and near the exit doors.

There are also strobe flashers situated in the hallways of all of the suites.

5.0 Relocation Sites

5.1 2941 Office Building

There are two locations where staff may gather in the event of any evacuation; the main evacuation site and an alternative site.

1. The valet parking lot from the main entrance of the 2941 office building.
 - Proceed down the exit stairwells located near the suite bathrooms or the long hallway parallel to the receptionist desk.
 - Exit main entrance doors of 2941 office building and proceed down the stairway on your right to the ground level
 - Walk towards the right following the stone driveway until you reach the valet parking lot.

2. The sidewalk located on the Northwest corner of Fairview Park Drive.
 - Proceed down the exit stairwells located near the long hallway parallel to the receptionist desk to the B1 floor level.
 - Exit thru the double doors located beside the elevators.
 - Proceed to the right and out the exit doors leading to the loading dock.
 - Follow the black pavement around the back of the parking garage until you reach the front.
 - Using the cross – walk, cross the street to the Northwest corner of Fairview Park Drive.



5.2 Skyline, Suite 6-819

1. The Target sign located on Leesburg Pike.
 - Proceed down the stairwell located directly across from the main entrance of Sky 6, Suite 819.
 - Continue to the Target sign.



Remember to try to evacuate as far away from office building as possible.

As mentioned previously, the Lead SERP Monitor will direct the occupants to the proper Relocation Site and take a headcount to determine whether or not everyone who evacuated arrived at the site. The Monitors' discretion as to where to go will be based on the emergency circumstance.

6.0 Staff Working in / Visiting Client Space

The SERP Monitors and Technical Managers need to account for all of their team members. If you work in client space or you are at a meeting outside of your office:

1. Evacuate with that office and follow their emergency procedures and leadership.
2. Report to the SERP Monitor of that suite (or equivalent leader), and then call or join your Technical Manager (TM).
3. If possible, go directly to the original Relocation Site, in which your team is assigned, then report to your work area TM and/or a nearby Axiom SERP Monitor.
4. Attempt to report status.

7.0 Guidelines for Specific Emergencies

7.1 Fire

- The Lead SERP monitor should begin to evacuate the area of the fire (always stay low as smoke and heated gasses collect near the ceiling first.)
- Activate the fire alarm
- Designate someone to Call 911, indicating the need for assistance from the fire department and law enforcement. Other communication networks should be identified and utilized.
- A fire deemed in any way to be a threat to the safety of the employees will call for an Off-Site evacuation to the outside area, away from the building.
- If the fire is small, any of the facility's fire extinguishers may be used to put it out, if the employee has received proper training. Although there should be no hesitation regarding the use of fire extinguishers, the fighting of any fire by staff members should be undertaken only if there is no imminent danger. Notify your facilities team.
- Ensure that no re-entry is attempted until authorized by the fire department.

7.2 Illness or Injury

7.2.1 Minor

- Treat with medical supplies on hand.
- Evaluate periodically to see if further medical attention is required.
- Notify HR

7.2.2 Major

- Contact 911, if immediate medical attention is required
- If an illness or an injury requires a doctor's care, but the emergency services are not required, the Lead SERP monitor should then arrange for transportation to the emergency room.
- Notify HR

7.2.3 Death

- If a death occurs at an Axiom Facility call 911 immediately.
- The body should not be moved or tampered with.

- All employees should be moved to a part of the building away from the body.
- The employees should only be told what is essential for them to know about what has occurred, but should be offered comfort and counseling as needed.
- Notify HR

7.3 Bomb Threats

Any bomb threat should be treated as real until proven otherwise. Unidentified or suspicious objects should be reported to the authorities. The Lead and Deputy SERP Monitors should proceed with appropriate evacuation procedures.

- The employee that receives the threat should gather as much information about the person/circumstances as possible.
- Call 911.
- Notify the SERP Monitors.
- Proceed with Evacuation.
- Notify HR

Appropriate authorities should be consulted prior to re-entry into the building.

7.4 Utilities and Maintenance Emergencies

Report all Utility and Maintenance Emergencies to building management.

Problems with Locks and Keys should be directed to Phyllis Gaglia (703) 208-3000 x234.

7.5 Hurricane Plan

- All employees will be moved to the Shelter-In-Place site.
- Direct all employees to sit on the floor, not in front of doors.
- Head counts will be conducted by the Monitors before and after all movements.
- After absolutely certain that the storm has passed (keep the eye of the storm in mind), the Lead SERP Monitor should do a head count and the Deputy SERP Monitor should lead a check of the building for any damages such as fire, water, or structural.

7.6 Tornado/Severe Weather

- All employees will be moved to the Shelter-In-Place site.
- Direct all employees to kneel down on their knees with their head between their legs covering their head with their hands.
- Head counts will be conducted by the Monitors before and after all movements.
- After absolutely certain that the storm has passed, the Lead SERP monitor should do a head count and the Deputy SERP Monitor should lead a check of the building for and damages such as fire, water, or structural.

7.6.1 Watches and Warnings

- Upon approach of thunderstorms, cease any outdoor activity that would delay the seeking of shelter.
- Monitor updates via television, radio, and internet.
- Monitor sky conditions. If you see a dark, funnel shaped cloud notify the Lead SERP Monitor, and if possible call 911 and report it.
- Shelter-In-Place should be conducted immediately.
- Turn off all utilities if time permits.

7.7 Flood Plan

When Flash Flood conditions are forecast and the facility is in a low lying area vulnerable to flooding, Off-Site Evacuation will be immediate. This will either be in the form of dismissal or coordinated transportation, if possible.

If Off-Site Evacuation is not possible, the Lead SERP Monitor should move all employees to higher ground. All electrical appliances should be unplugged. Head counts will be conducted by the Monitors before and after all movements.

7.8 Hazardous Materials Accidents (HAZMAT)

7.8.1 External HAZMAT

- Upon notification of an external HAZMAT situation the Lead SERP Monitor should conduct a Shelter-In-Place.
- Seal all entryways as much as possible.
- Seek guidance via communication methods and/or radio.
- Head counts will be conducted by the Monitors before and after all movements.

7.8.2 Internal HAZMAT

- The Lead SERP Monitor should initiate an Off-Site Evacuation immediately.
- Do not turn any electrical switches on or off.
- Eliminate all open flames.
- Evacuation should be to an area (if possible) upwind of the facility.
- Call 911, and report that there has been a HAZMAT spill.
- Do not attempt to contain, touch, or identify the HAZMAT.
- Do not attempt to rescue someone who has been overcome by fumes.
- Do not return to the building until authorized to do so by the fire department.

7.9 Earthquake

- Take cover immediately under a desk table or doorway.
- Stay away from windows, shelving, or equipment.
- Stay where you are; **do not run outside while the quake is in progress.**
- If outside, stay away from buildings if possible.
- After the earthquake has ended the Monitors should proceed with the evacuation if appropriate.
- Be prepared for aftershocks.

**Remember: Stay calm, Stay together,
Follow your leaders, and Use common sense**