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All Hazard Plan Instructions for Submission

1. The All Hazard Plan (AHP) outline will be sent to all applicable buildings. It is also available online at www.city.pittsburgh.pa.us.
2. All applicable buildings must complete the AHP to include their site specific information.
3. Submit one (1) complete copy of the AHP in a 3-ring, 8 ½” x 11” binder to the City of Pittsburgh’s Emergency Management Agency:
J.P. Robin Civic Building
200 Ross Street, 5th Floor
Pittsburgh, PA 15219

The AHP must be filed upon completion of construction or as changes occur within the building.

4. The City’s EMA and Fire Bureau will review the plan.
5. All applicable buildings will then be notified if the plan is accepted. If accepted, the AHP will be kept on file with the City’s EMA. If rejected, the plan will be sent back with comments regarding necessary changes and resubmission requirements.

Once accepted, a copy of the AHP must be kept in the building’s on site and off site security/building command center.

6. Buildings will receive a \$1,000 fine for non-compliance.

If assistance is needed, please contact the City’s Emergency Management Agency at (412) 255-2633.

Name of Building

Address

Of Floors

**Location of On Site and Off Site
Security/Building Command Center**

Average Number of Occupants

Off-Site Assembly Point

Step 1

General Building Information

The following outline is presented for the owner, agent or other responsible person to aid in writing a specific plan that must be adapted to their respective building. Buildings over 7 stories are required to file a plan with the Emergency Management Director, subject to approval. Items listed in this sample plan may or may not be applicable. Build your individual building site-specific plan accordingly.

§ F-707.1 General: The owner, agent or other person responsible for buildings identified as high-rise buildings in the Building Code listed in Chapter 44, shall be required to prepare and submit for review and approval an “All Hazard Plan” (hereinafter referred to as “All Hazard Plan” or “AHP”) to the City’s Emergency Management Director in accordance with Sections F-707.4 and F-707.5 of this section. Any AHP filed shall be in such form(s) and format(s) as is further set forth in this Section. In the event the AHP is amended or updated as a result of an annual review or more frequently on an owner’s initiative, a copy of the amended or updated plan shall be filed with the Emergency Management Director within 90 days.

1.1 Building Contact Information

- Emergency Coordinator(s)—Day and 24 hour phone number
 - Ex: Security, Building Manager, On-Site Maintenance, Other

Name	Title	
Phone Number	Day	24 Hour

- Liaison to Emergency Responders—Day and 24 hour phone number
 - Ex: Security, Building Manager, On-Site Maintenance, Other

Name	Title	
Phone Number	Day	24 Hour

- Public information Officer (Media Liaison)

Name	Title	
Phone Number	Day	24 Hour

1.2 Building Emergency Support Staff

- Floor Monitors/Warden (list by floors)

Name	Floor
Name	Floor

Assembly Point Coordinators (list location)

Name	Floor
Name	Floor

Describe in detail by size, number, location, type, condition, and any other pertinent data all the following and/or related

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items/equipment listed below to provide First Responders with critical information. Use the sample items as an inventory checklist and add to it any related items or conditions specific to your building/site. If no such items exist within the building please include this information. For example if your building does not house any hazards include this section and explain that no such item is stores within the facility.

1.3 Hazards (as applicable)

- Carcinogens
- Fuel Oil/Gasoline
- On Site Flammables (including paper, clothing, etc.)
- Water Treatment Chemicals
- Refrigerants
- Water Treatment Chemicals
- Gasoline
- Other

1.4 Building Alarms and Emergency Systems (as applicable)

- Alarm Indicators/Description of Alarms
There may be several alarms in or near your building, such as elevator alarms, evacuation alarms, bio-safety hood and fume hood alarms, or underground storage tank alarms. Complete this section to indicate all of the alarms that occupants should be able to identify.
- Tie-ins to other systems
- Fire Alarm Sensors
- Other

Fire Response Systems

- Sprinklers
- Columns Fireproofing System
- Water Tanks
- Kitchen Hood Systems
- Standpipe Outlets
- Fire Pumps
- PRV's/ Flow Restrictors
- Other Suppression Systems
- Other

Communications Systems

- Building Radios/Telephones
- Public Address System
- Elevator Address System
- Alternate communications

1.5 On-Site Utility Information (as applicable)

- Natural Gas/Propane
- Electricity
- Steam
- Water
- Uninterruptible Power Supplies
- Emergency Lighting
- Emergency Generators
- High Voltage Areas
- Plumbing and Wire Chases
- Other

1.6 Security Procedures/ Equipment (as applicable)

- Entry/Exit Points
- Roof Access
- Master Keys (including location)
- All Stairwells (include type)
- Controlled Areas
- Access Points
- Other

1.7 Building Equipment Data (as applicable)

- Description
- Controls
- Fire Dampers
- Fan/Ventilation systems
- Windows
- Kitchen Hood System
- Other Suppression Systems
- HVAC
- Ducts and Shafts, Mail Chute
- Other

1.8 Elevators (as applicable)

- Description
- Elevator Shaft Diagram
- Controls
- Power Failure Operations
- Modes of Operation
- Elevator Machine Rooms
- Stairwell/Elevator Shaft Pressurization
- Other

1.9 Floor Plans

- Insert Floor Plans Here
- Floor plans must show
 - Entry/Egress points
 - Safety and Rescue Zones
 - Stairwells
 - Location of all fire equipment and alarms
 - Location of hazardous materials
 - Location of each regular occupant who has indicated that he/she needs assistance to relocate to a safety zone, or exit the building.
 - Key symbols of emergency related equipment

Step 2

Emergency Procedures

This section must include a plan for all procedures listed in the sample AHP. It must also include procedures to assist special needs occupants and visitors and a location of one or more safety and rescue zones. It is the responsibility of the owner, agent, or other responsible person completing this plan to expand this outline by describing your building's specific procedures for all situations listed herein. The language provided in the text is suggested language. While the specific language is not required, it is a best practice recommendation.

§ F-707.4 All Hazard Plan: An All Hazard Plan is a written emergency protocol plan for high-rise building occupants to follow in emergency situations that is prepared and maintained in compliance with this Section. The All Hazard Plan shall set forth protocol for occupants to follow in emergency situations, including but not limited to: a fire, earthquake, hazardous material spill, civil disturbance/demonstration, criminal or violent behavior, explosion, bomb threat or discovery of suspicious package/item (bomb), inclement weather/flood.

2.1 Security Advisory Procedure Overview

Information received from the Homeland Security Advisory System will be the initial information used to immediately respond to the indicated threat and corresponding security actions. Subsequently, continuing security risk analysis of the threat advisory information will be scrutinized regularly to determine appropriate security actions for building facilities. Some of the factors used to determine and analyze the threat level are:

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- Specifics of the threat
- Direct Risk Factors
- Indirect Risk Factors
- Proximity Risk Factors
- Local Risk Factors

Based upon the information provided, building management/security will decide the appropriate level of security deemed necessary at the building site.

Homeland Security Advisories and Corresponding Security Responses

Homeland Security Advisory System Alert	Risk Assessment	Corresponding Security Action
Green	Low Risk	Normal Security Operations
Blue	Guarded Risk	Normal Security Operations
Yellow	Elevated Risk	Normal Security Operations, Heightened Awareness.
Orange	High Risk	<ul style="list-style-type: none"> • Restrictive Access may occur • Initiate perimeter checks
Red	Severe Risk	<ul style="list-style-type: none"> • Encompass high-risk actions. • Initiate container checks, as applicable. • Preparation for building lockdown, if needed.

Emergency Floor Monitor(s)/Warden(s)

- Emergency Floor Wardens are recommended to attend Life Safety Emergency training on an annual basis. Emergency Team Members (ETM) and Alternates (ETMA), although not required, are encouraged to attend as well. After attending the annual training it will be the responsibility of the Emergency Floor Wardens to return to their respective areas and conduct a training session with their Emergency Team Members and alternates.

Recommended Training Agenda for Floor Wardens/Monitors and Alternates

- Designate or appoint Floor wardens/monitors and alternates
- Assign and review areas of responsibility
- Hand out training booklet (published version or Word format)
- Review all information in the All Hazard Plan.

2.3 Fire

If an evacuation is ordered due to a fire condition, the following below listed sequences would typically occur:

1. Zoned floors (where the incident is occurring) will be instructed to evacuate to their assembly floors. This allows for immediate and quick evacuation to a safer area until a further assessment can be completed.
2. If necessary, subsequent evacuations will be above the zoned floors (incident floors), and will be instructed to evacuate completely out of the building and proceed to the assigned assembly area.
3. In most instances, the floors below the zoned floors (incident floors), will be evacuated last. In a fire situation, since heat, smoke and super heated gases rise, these floors are in significantly less danger than those above the incident floor are. Unless immediate and imminent danger is present, personnel on the floors below the incident floor should resist the urge to evacuate to prevent stairwell clogging and ensure a smoother evacuation.
4. The freight elevator(s), if safe to do so, will arrive on the floors being evacuated to remove those who are unable to use stairwells. If immediate and imminent danger exists, assign a “buddy” to assist disabled personnel down the stairwell to a safer floor until they can be safely evacuated. The floor warden/monitor should ensure that only those personnel truly in need of freight elevator evacuation use the freight elevator(s) to evacuate. This will limit the amount of time that the freight elevator will need to go to the ground level to drop off occupants and will help expedite evacuation time. Remember that the floors immediately around and above the incident floor will be evacuated first. The number of freight elevators and the amount of people to be evacuated from each floor will directly effect the time in which the freight elevator gets to a specific floor.
5. Upon Fire Department arrival and after their assessment of the situation an immediate and full evacuation could be ordered.

2.4 Earthquake

In the event of an earthquake the follow procedure would apply:

1. Move away from windows, high shelving and outside doors.
2. Take cover underneath a desk, table, or other heavy piece of furniture.
3. If there is no furniture around, brace yourself under an inside doorway.
4. Be prepared for after shocks. Do not leave the protected area too soon.
5. During an earthquake, the safest place is right where you are. It is not safer outside the building. In fact, most injuries occur as people enter or leave a building, due to falling debris.
6. If inside, stay inside; if outdoors, stay in an open area.

7. Do not attempt to enter a building.
8. Stand-by for emergency announcements/instructions.

2.5 Hazardous Materials Incident

Hazardous Material or Haz-Mat response procedures will vary depending on whether a spill is small, medium, or large. Typically, as a safety precaution, any occupant of a facility who directly or indirectly encounters what they believe to be a hazardous substance should immediately evacuate the general area of the occurrence and report it right away so that a proper assessment and potential action can be taken.

An encounter with a hazardous material can be direct or indirect. An example of a direct encounter would be coming in contact with the substance at its source. An indirect encounter, for example, would be encountering the vapors, away from the source, of a spilled liquid or expelled gas.

Suspicious Odor – External

- Stay on your floor until an assessment of the situation is conducted or a Public Address announcement is made with further instructions and/or information. Modern building ventilation systems are generally able to control the environment inside of a building. Therefore, it is safer to remain inside instead of evacuating out of the building into a potentially more hazardous atmosphere or environment.

Suspicious Odor – Internal

- Stay on floor until an assessment of the situation is conducted or a Public Address announcement is made with further instructions and/or information. If the odor is strong, offensive, irritating or causes respiratory distress, evacuate the area/floor immediately and proceed to your assembly floor. If possible, call building security and advise of the situation once it is safe to do so.
- Typically, an evacuation of a floor(s)/building would be conducted in the same manner as a fire evacuation. The level and extent of the evacuation would be dependent upon existing circumstances of the incident. An evacuation due to a Suspicious Odor would typically occur in one of the below listed manners:
 - Floor evacuation, if other floors are not involved as well, proceed to assembly floor.
 - Zone evacuation - to assembly floor. This allows for immediate and quick evacuation to a safer area. Pay close attention to Public Address announcements for additional instructions.
 - Multiple floor evacuations of the affected areas.
 - Full building evacuation in the event the entire building is affected.

Evacuation

Persons who encounter a spill or situation that they believe to be Haz-Mat related should immediately evacuate the area and if necessary, the floor or premises. Ensure that security and building management are notified so that a response and assessment can begin. If additional evacuation is necessary, the process will be initiated by the Public Address System or by manual means.

Chemical Splashes

- Chemical splashes on the skin require immediate attention. Follow these steps:
- Go to the emergency shower or sink.
- Remove any contaminated clothing.
- Wash the affected area with water thoroughly for 15 minutes.
- Seek medical attention or follow the building medical response procedure.
- Notify building management and/or security personnel.

Contamination

Care and consideration must be given to those who come into contact with a substance and may be potentially contaminated. If it is believed that someone has been contaminated and if it is safe to do so:

- Isolate those believed to be involved and/or contaminated by keeping them where there are. Do not leave the area where it is believed the contaminated person(s) are. By moving them around, it is possible to further contaminate other people and areas.
- If the area where the possible contaminated person(s) is located, is unsafe, move them as far away as safely possible, attempting to maintain isolation.
- Immediately contact 911 and/or building security and advise them of the situation.
- Await the arrival of help and follow the directions given by emergency personnel.

Biological Weapons

Toxins, i.e., poisons produced by living organisms and their synthetic equivalents, are classed as chemical warfare agents. Some typical examples of biological warfare agents might include:

- Anthrax
- Staphylococcal Enterotoxin B (SEB)
- Bubonic/Pneumonic Plague
- Cholera
- Smallpox

Chemical Weapons

Chemical warfare agents are defined as chemical substances, whether gaseous, liquid or solid, which might be employed because of their direct toxic effects on man, animals and plant. Or, any chemical that through its chemical effect on living processes, may cause death, temporary loss of performance, or permanent injury to people and animals. Some typical examples of chemical warfare agents might include:

- Sarin
- Tabun
- VX
- Soman
- Cyanide
- Mustard/Blistering agents

Action To Take

It is not always immediately known when a biological or chemical attack has occurred. It is likely that the information initially received at an emergency communications center (911), would be conveyed in such a manner that would be consistent with a Hazardous Materials occurrence. Emergency personnel would then, most likely, dispatch the response as a reported possible Hazardous Materials Incident. Upon the arrival of emergency response personnel and after further assessment it would then be determined that the occurrence was due to a biological or chemical weapon. During the event and until further assessment is made, you should:

- Remain calm.
- Stay in the building as the environment within can be reasonably controlled.
- Do not evacuate or go outside to see what is occurring as you can potentially be going into a hazardous environment and can become contaminated causing illness or death.
- Wait for instructions via the Public Address System or by other means.
- If you think that you or someone else has been contaminated, immediately isolate those believed to be involved and/or contaminated by keeping them where there are. Do not leave the area where it is believed the contaminated person(s) are. By moving them around, it is possible to further contaminate other people and areas.
- If the area where the possible contaminated person(s) is located is unsafe, move them as far away as safely possible, attempting to maintain isolation.
- Immediately contact 911 and/or building security and advise them of the situation.
- Await the arrival of help and follow the directions given by emergency personnel. Do not use elevators. They may be shut off to minimize the chimney effect of the elevator shafts (the pulling and pushing air within).

2.6 Civil Disturbance/Demonstration

Civil Disturbances, Demonstrations and Picketing – General Security Procedures

There are three basic categories of Civil Disturbance. They are:

Demonstration & Protest:	A public display of disapproval of group feelings toward a person or cause. A public demonstration or protest can include from a few people up to several hundred. Demonstrations and protests usually occur on a street or at public gathering places and can be stationary or moving in nature.
Rioting:	Public violence, looting, tumult, or disorder. A chaotic and unlawful disturbance of the public peace by three or more persons assembled together and acting with a common intent.
Picketing:	A person or persons, typically posted by a labor organization, at a place of work or business affected by a labor dispute, strike or work stoppage.

Overview of Civil Disturbance Procedure

Should a civil disturbance occur near the building, building management/security will be prepared for possible conduct that could threaten the well being and safety of our employees, tenants and visitors. Accordingly, security is prepared to operate on two operational risk levels:

- Heightened Alert/Controlled Disturbance Status
- Lock-Down

Heightened Alert - Controlled Disturbance

Heightened alert status will be in effect when a known and publicly planned protest, demonstration or similar event is going to occur. The location of the event, the cause, reason and potential protest march routes for such an occurrence will all be assessed to determine what potential threat level to building facilities may exist.

Under such circumstances and if deemed necessary, City police will be called or security staffing will be increased appropriately to accommodate the assessment level of the threat.

Lock Down

A building or facilities wide lock-down will occur when the protest, demonstration, riot or an event would directly threaten any building and when unauthorized and/or unlawful entry into the building(s) is imminent.

The lock down procedure will include the following:

- Securing of all perimeter doors, including tenant access points having both street and interior access into the building.
- Securing of all loading dock doors.
- Powering off or placing into Riot Mode, all escalators, freight and passenger elevators.
- A Public Address announcement to all occupants advising of the event.
- Communications and interaction with law enforcement or designated emergency agency.
- Preparation for secondary actions, if needed, such as environmental actions.

Civil Disturbance Announcement

When a Civil Disturbance occurs outside of the BUILDING/s occupants will be advised by a Public Address announcement. The typical announcement that will be made is:

**“May I have your attention please? Due to a civil disturbance on the streets near the BUILDING/s, Security and/or Property Management requests that all
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personnel remain in their offices until the situation is under control. Thank you for your cooperation.”

As soon as the announcement is completed and/or while it is being made, management or security will contact ground floor tenants, who have both street and interior building entrances and notify them that we are securing the building. Recommend that they secure their perimeter doors, and note whether or not they intend to. If necessary, security personnel may be assigned to a tenant location to assist in the lockdown.

2.6 Criminal/Violent Behavior

- If an armed attacker is in the building there are a few important things to remember.
 - Dial 911
 - If faced with demands from the attacker, comply. Sudden movements may prove fatal. Move with caution.
 - Become invisible. Take cover behind a door, file cabinet or other furniture.
 - Try to notice the attackers distinguishing traits: clothing, ethnicity, weight, age, hair color, presence of facial hair, type of weapon used, voice and presence of accent.
 - Stay calm, signal for help
 - Follow Police direction

2.8 Bomb Threat or Discovery of Suspicious Package

- An evacuation during a Bomb Threat Emergency will be very similar to a fire evacuation, however, it may differ somewhat depending on the circumstances of the threat. After careful assessment of the situation by security and/or emergency personnel, any of the following actions can occur:
- No Evacuation, Area Evacuation (move to another part of the floor), Floor Evacuation (to assembly floor), Zone Evacuation (to assembly floor), Full Building Evacuation (to assembly area),
- When ordered to evacuate, due to a Bomb Threat, the following rules apply:
 - **DO NOT** use cell phones or any type of wireless two-way communications device.
 - Remain calm.
 - Evacuate, as indicated, from the area or floor in a quiet and orderly fashion.
 - Listen closely to Public Address announcements or instructions from Emergency Personnel on your floor.
 - Follow your assembly floor or assembly area procedures once evacuated.
 - See enclosed checklist (Appendix A)

2.9 Inclement Weather

- Whenever severe weather conditions are reported, the floor wardens/monitors may need to be activated as spotters to monitor for conditions, which may become serious or life threatening and then follow procedures for that particular condition.

Hold on floor until an assessment of the situation is conducted or a Public Address announcement is made with further instructions and/or information. If the situation escalates the follow instructions might be issued:

- Move away from windows or any exterior glass.
- Evacuate to the center of the building (i.e.: elevator corridor) and/or into a stairwell.

Monitoring

The National Weather Service (KIH 35) should be monitored at the following locations:

- Building Command Center/Security Desk
- Building Maintenance Office

Tornadoes or High Winds

A “Tornado Watch” is issued when atmospheric conditions are favorable for the development of tornadoes.

A “Tornado Warning” is issued when an actual tornado is in the area. If a “Tornado Warning” is issued for your area, it is a “call to action” to seek shelter immediately.

A “High Winds Warning” is issued when an approaching storm front or atmospheric condition indicate winds in excess of 50 miles per hour.

Public Warnings

Warnings will be broadcast by radio, television, or by local government agencies.

Action to Take

- Move away from the perimeter of the building and from exterior glass. This means staying away from windows, doors, atriums, lobbies, and outside walls.
- If you are in an exterior office, leave it and close the door.
- Go to interior rooms, hallways, center corridors, or stairwells. Sit down and protect yourself by putting your head as close to your knees as possible or kneel protecting your head.
- The stairwells are safe. DO NOT USE ELEVATORS.
- DO NOT go to the first floor lobby or outside of the building. There is high risk of being hurt by flying glass.
- If you are trapped in an outside office, seek protection under a desk.
- Keep Calm.
- If you have a radio or television, tune it to a local station for information.
- DO NOT use the telephone to get information or advice.

Lightning

- Whenever lightning is severe, avoid leaving the building.

- Stay Away from windows.

2.10 Other Procedures

Power Outage

All buildings are equipped with emergency lighting system that will provide a limited amount of lights in case of an outage. Additionally lighting on all fire alarms and public address systems will remain operational, as does the emergency lighting on the floors and in the stairwells.

In the event of a power or communication failure:

- Remain calm.
- Remain at your workstation or gather in an area where there is emergency lighting.
- Disconnect or turn off all electrical equipment so when power is restored, there will not be a surge of electrical power or initiate overload of the electrical system.
- Your telephone may not continue to operate, unless it is a power failure telephone.
- If required to evacuate, follow the directions given.
- Hold on floor until an assessment of the situation is conducted, a Public Address announcement is made with further instructions, or until power is restored.

2.11 ELEVATOR ENTRAPMENTS

During non-business hours and weekends, it is necessary to contact the respective Elevator Company via an 800 number as well as 911, as appropriate. The Elevator Company will immediately page and dispatch the “on-call” technician. If it is an emergency 911 operators will dispatch a rescue team.

Regular Entrapment

- In the event of an elevator entrapment specific, procedures are in place to expedite the release process of those entrapped. During normal business hours, representatives from the respective Elevator Company will respond quickly.

Entrapment of Hearing and Speech Impaired Employees

- In the event that an employee who is hearing and/or speech impaired becomes entrapped, a procedure has been developed where the person will activate the emergency button and then tap on the speaker. Management or security will attempt to recall the elevator. If unable to recall, immediately go into regular elevator entrapment procedures.

2.12 Parking Garage Security Checklist

- Limit access to the parking garage. Restricting and monitoring access to the parking facility will greatly improve security. This can be done by:
 - Limiting access to passenger cars
 - Restrict access to panel trucks and vans
 - Make sure parking level fire stairs permit egress only on the ground floor

- Use self park access control with a card reader or some other controlled vehicle barrier for the regular occupants of the garage. For visitors, install a video camera controlled from a remote security center.
- Install cameras in the parking garage to monitor pedestrians in the garage
- Identify and (if necessary) search vehicles permitted to park beneath the building.

Step 3

All Hazard Emergency Exercises

In accordance with the All Hazard Ordinance, all buildings 7 stories and over must exercise its building evacuation plan as set forth in its AHP, at least twice per year involving no less that 50% of its occupants. It is required that all applicable buildings have 100% of their occupants participate in an evacuation exercise once per year. Once every 3 years, building must involve 100% of the occupants in a single evacuation

exercise, and the other exercise that year shall test a different aspect of the buildings AHP.

§ F-707.6 Safety drills: Each high-rise building shall exercise its building evacuation plan as set forth in the AHP on a semi-annual basis involving no less than 50% of the building occupants. Once every three years, the building evacuation exercise shall involve 100% of the building occupants in the same exercise. The other exercise in that year shall test a different aspect of the All Hazard Plan (i.e., a bomb threat or hazardous material spill). Each owner or agent will notify the Emergency Management Director a minimum of 15 days before each scheduled drill regarding the date, time, and which component of the AHP will be tested. On an annual basis, the owner shall file with the Emergency Management Director a written report in accordance with F-701.2 certifying that at

least two safety drills have taken place on all occupied floors during the past year.

Exercise Procedure

The Emergency Management Director must be notified of an exercise 15 days in advance. All applicable buildings must call the EMA at (412) 255-2633 and fax the attached form to (412) 255-8662 to notify the Emergency Management Director the date, time and component the AHP exercise is to test.

On an annual basis the building owner, manager or other responsible person shall provide a written report stating that at least 2 safety drills have occurred in the building.

City of Pittsburgh Notification of All Hazard Drill

Name of Building: _____

Address: _____

Contact Person: _____

Phone: _____

Date and Time of Drill: _____

Type of Drill: _____

Fax this form to the City of Pittsburgh's Emergency Management Agency at (412) 255-8662.

Appendix

- A. Telephone Bomb Threat Checklist**
- B. How to Recognize and Handle a Suspicious Package**
- C. Homeland Security Advisory Checklist**
- D. Workplace Security**
- E. Emergency Management Web Resources**

TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: Be Calm. Be Courteous. Listen. Do Not Interrupt the Caller.

YOUR NAME: _____ **Time:** _____ **Date:** _____

CALLER'S IDENTITY:

SEX: Male ___ Female ___ **Adult** ___ **Juvenile** ___ **APPROXIMATE AGE:** ___ Years

ORIGIN OF CALL:

Local _____ **Long Distance** _____ **Telephone Booth** _____

VOICE CHARACTERISTICS

___ Loud ___ Soft
___ High Pitch ___ Deep
___ Raspy ___ Pleasant
___ Intoxicated Other: _____

SPEECH

___ Fast ___ Slow
___ Distinct ___ Distorted
___ Stutter ___ Nasal
___ Slurred Other: _____

LANGUAGE

___ Excellent ___ Good
___ Fair ___ Poor
___ Foul Other: _____

ACCENT

___ Local ___ Not Local
___ Foreign ___ Region
___ Race

MANNER

___ Calm ___ Angry
___ Rational ___ Irrational
___ Coherent ___ Incoherent
___ Deliberate ___ Emotional
___ Righteous ___ Laughing

BACKGROUND NOISES

___ Factory ___ Trains
___ Machines ___ Animals
___ Music ___ Quiet
___ Office ___ Voices
___ Street Traffic ___ Airplanes
___ Party

BOMB FACTS

Pretend Difficulty Hearing – Keep Caller Talking – If Caller Seems Agreeable To Further Conversations, Ask Questions Like:

When will it go off? Certain Hour _____ Time Remaining _____

Where is it located? Building _____ Area _____

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What kind of bomb? _____ What kind of package? _____

How do you know so much about the bomb? _____

What is your name and address? _____

Information About How to Recognize and Handle a Suspicious Package or Envelope

Some characteristics of suspicious packages and envelopes include the following:

- Inappropriate or unusual labeling
 - Excessive postage
 - Handwritten or poorly typed addresses
 - Misspellings of common words
 - Strange return address or no return address
 - Incorrect titles or title without a name
 - Not addressed to a specific person
 - Marked with restrictions, such as “Personal,” “Confidential,” or “Do not x-ray”
 - Marked with any threatening language
 - Postmarked from a city or state that does not match the return address

- Appearance
 - Powdery substance felt through or appearing on the package or envelope
 - Oily stains, discolorations, or odor
 - Lopsided or uneven envelope
 - Excessive packaging material such as masking tape, string, etc.

- Other suspicious signs
 - Excessive weight
 - Ticking sound
 - Protruding wires or aluminum foil

If a package or envelope appears suspicious, DO NOT OPEN IT.

Handling of Suspicious Packages or Envelopes*

- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others or allow others to examine it.

City of Pittsburgh Sample All Hazard Plan

- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.

- If at work, notify a supervisor, a security officer, or a law enforcement official. If at home, contact the local law enforcement agency.
- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the local public health authorities and law enforcement officials.

WORKPLACE SECURITY

ACCESS CONTROL

YES NO

- 1. Do visitors need to secure passes before they enter?
- 2. Are visitor passes distinctive from employee passes?
- 3. Is there a record of when and to whom the organization issues passes?
- 4. Does the organization collect passes when visitors depart?
- 5. Are passes or badges difficult to forge?
- 6. Is the perimeter of the office or building adequately illuminated?
- 7. Is the roof illuminated?
- 8. Are the parking lots adequately illuminated?
- 9. Do time-sensitive or motion sensor devices control the lights?
- 10. Does the organization replace burned-out light bulbs immediately?
- 11. Are light fixtures protected against breakage?
- 12. Are passageways and storage areas illuminated?
- 13. Is lighting at night sufficient for police surveillance?
- 14. Does a fence or wall protect the place of business on all sides?
- 15. Are fences or walls in good repair?
- 16. Do groundskeepers keep the fence or wall clear of nearby trees, bushes and tall grass?
- 17. Does Security check locks regularly?

- | | | | |
|--------------------------|--------------------------|-----|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 18. | Do gates remain locked when not in use? |
| <input type="checkbox"/> | <input type="checkbox"/> | 19. | Is there an alarm system? |
| YES | NO | | |
| <input type="checkbox"/> | <input type="checkbox"/> | 20. | Are there security locking devices on each door and window? |
| <input type="checkbox"/> | <input type="checkbox"/> | 21. | Are doors constructed of sturdy materials? |
| <input type="checkbox"/> | <input type="checkbox"/> | 22. | Are there only the barest minimum of access doors to the facility? |
| <input type="checkbox"/> | <input type="checkbox"/> | 23. | Are door hinges spot-welded or secured, in order to prevent removal? |
| <input type="checkbox"/> | <input type="checkbox"/> | 24. | Are the hinges facing the inward side of the doors? |
| <input type="checkbox"/> | <input type="checkbox"/> | 25. | Are there time locks to detect unauthorized entrance? |
| <input type="checkbox"/> | <input type="checkbox"/> | 26. | If there are padlocks, do they comprise high-quality materials? |
| <input type="checkbox"/> | <input type="checkbox"/> | 27. | Are padlock hasps made of heavy-duty materials? |
| <input type="checkbox"/> | <input type="checkbox"/> | 28. | Do opening alarms protect all fire doors? |
| <input type="checkbox"/> | <input type="checkbox"/> | 29. | Is the alarm system connected to all doors and windows? |
| <input type="checkbox"/> | <input type="checkbox"/> | 30. | Does the organization follow a specific lock-up procedure? |
| <input type="checkbox"/> | <input type="checkbox"/> | 31. | Is someone responsible for checking all doors and windows to make sure they are closed and locked every night? |
| <input type="checkbox"/> | <input type="checkbox"/> | 32. | Are all alarms connected to a central control center? |
| <input type="checkbox"/> | <input type="checkbox"/> | 33. | Do personnel man the station at all times? |
| <input type="checkbox"/> | <input type="checkbox"/> | 34. | Are there periodic checks on response times to alarms? |
| <input type="checkbox"/> | <input type="checkbox"/> | 35. | Does the organization test alarms on a regular basis? |
| <input type="checkbox"/> | <input type="checkbox"/> | 36. | Is there a backup emergency power source for the alarm system? |
| <input type="checkbox"/> | <input type="checkbox"/> | 37. | Are surveillance cameras in place for all exits and entrances? |
| <input type="checkbox"/> | <input type="checkbox"/> | 38. | Are surveillance cameras in place for all parking lots and alleys? |

VEHICLE CONTROL

YES NO

- 39. Is there a separate area for employee parking?
- 40. Is there a separate area for visitor parking?
- 41. Do personnel verify all service vehicles?
- 42. Is there a log of service vehicles?
- 43. Does the organization fence in or secure parking areas?
- 44. Does the organization illuminate parking areas?
- 45. Do guards patrol parking areas?

OFFICE SECURITY

YES NO

- 1. Do personnel properly greet and/or challenge strangers?
- 2. Do personnel protect billfolds, purses and other personal belongings while on the job?
- 3. Does only one person issue all keys?
- 4. Does the organization keep a record of who has received what keys, and if the individual(s) return them?
- 5. Do all keys clearly state "Do Not Duplicate"?
- 6. Does the organization have a lost key policy?
- 7. Are maintenance personnel, visitors, etc, required to show ID to a receptionist?
- 8. Is there a clear line of sight from the reception area to the entrance, stairs and elevators?

9. Is it possible to reduce the number of entrances without a loss of efficiency or safety?

YES NO

10. Do personnel keep office doors locked when unattended for a long period of time?
11. Do personnel keep items of value secure in a locked file or desk drawer?
12. Has Security briefed the supervisor of each office on security problems and procedures?
13. Do all office employees receive some security education?
14. Do office-closing procedures require that important information be secure at night?
15. Does the organization keep office entrance doors locked except during business hours?
16. Do personnel shred confidential material before placing it in the trash?
17. Does the organization log in and out all janitorial and cleaning services personnel?
18. Does a security force protect the facility or building?
19. Do guards understand their role?
20. Are guards prepared to act in case of an emergency?
21. Do guards carry arms legally?
22. Are guards alert?
23. Is there an effective system of communication for emergency situations?

HIGH SECURITY AREAS

YES NO

24. Do personnel keep high security areas locked at all times?

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|--------------------------|--------------------------|-----|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 25. | Do managers and/or security personnel keep high security areas under supervision? |
| YES | NO | | |
| <input type="checkbox"/> | <input type="checkbox"/> | 26. | Do badges bear clear markings to designate those who may enter security areas? |
| <input type="checkbox"/> | <input type="checkbox"/> | 27. | Do procedures require employees to verify their identity when entering security areas? |
| <input type="checkbox"/> | <input type="checkbox"/> | 28. | Is access to high security areas controlled? |

PERSONNEL

- | YES | NO | Does Security ... |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 29. Require personnel to wear badges or identification cards? |
| <input type="checkbox"/> | <input type="checkbox"/> | 30. Require employees to display ID badges at entrances? |
| <input type="checkbox"/> | <input type="checkbox"/> | 31. Include numbers on all identification cards? |
| <input type="checkbox"/> | <input type="checkbox"/> | 32. Include employee photographs on all ID cards? |
| <input type="checkbox"/> | <input type="checkbox"/> | 33. Keep a record of all lost or stolen badges? |
| <input type="checkbox"/> | <input type="checkbox"/> | 34. Keep a record of all badges issued? |
| <input type="checkbox"/> | <input type="checkbox"/> | 35. Institute standard screening procedures for all employees before hiring? |
| <input type="checkbox"/> | <input type="checkbox"/> | 36. Fingerprint all employees? |
| <input type="checkbox"/> | <input type="checkbox"/> | 37. Photograph all applicants? |
| <input type="checkbox"/> | <input type="checkbox"/> | 38. Keep personnel files of all employees? |
| <input type="checkbox"/> | <input type="checkbox"/> | 39. Require employees to produce official identification at the time of hiring? |
| <input type="checkbox"/> | <input type="checkbox"/> | 40. Check references? |
| <input type="checkbox"/> | <input type="checkbox"/> | 41. Require employees to present a list of past employers? |

YES **NO**

- | | | | |
|--------------------------|--------------------------|-----|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 42. | Check employees' past employers? |
| <input type="checkbox"/> | <input type="checkbox"/> | 43. | Require employees to provide any pseudonyms? |
| <input type="checkbox"/> | <input type="checkbox"/> | 44. | Instruct employees on all security and emergency operating procedures in place? |

Emergency Management Web Resources

Pittsburgh Emergency Management Agency
www.city.pittsburgh.pa.us/ps/html/emerg_mgt.html

Pittsburgh Bureau of Police
www.city.pittsburgh.pa.us/police

Pittsburgh Bureau of Fire
www.city.pittsburgh.pa.us/fire

Pittsburgh Emergency Medical Services
www.city.pittsburgh.pa.us/ems

Pennsylvania Office of Homeland Security
www.oit.state.pa.us/homelandsecurity

Pennsylvania Emergency Management Agency
www.pema.state.pa.us

Department of Homeland Security
www.whitehouse.gov/homeland

Federal Emergency Management Agency
www.fema.gov

Federal Bureau of Investigation
www.fbi.gov

United States Postal Service
www.usps.gov

United States Department of Defense
www.dod.gov

Environmental Protection Agency
www.epa.gov

Center for Disease Control
www.cdc.gov

NOAA
www.noaa.gov

American Red Cross
www.redcross.org

The Salvation Army
www.salvationarmy.org