



BE PREPARED

Emergency 1-2-3

First steps all store employees should know

Emergency Phone List

First responders, vendors, and staff

Evacuation Procedures

How to safely evacuate and close the store

Emergency Information

Important information about the store and equipment

EMERGENCY 1-2-3

Situation and related documents	#1 CHECK	#2 CALL	#3 CARE	
Dangerous Situations Phone Numbers Evacuation Procedure	▶ Is the danger coming from inside the store?	▶ Call 911	▶ Evacuate store if possible ▶ Grab Emergency Binder (if possible) ▶ Meet at designated check point	▶ Contact owner or manager
Fire Phone Numbers Evacuation Procedure	▶ Is the fire small and can be put out with the fire extinguisher?	▶ Call 911	▶ Evacuate store if necessary ▶ Grab emergency binder (if possible).	▶ Contact owner or manager
Electrical Phone Numbers Evacuation Procedure	▶ Is it local to the store or more wide-spread? ▶ Can the store still function?	▶ Store Only - Call electrician or property manager ▶ Large Scale - Call power company ▶ Call 911 if wire is down.	▶ Evacuate store if necessary ▶ Grab emergency binder (if possible).	▶ Contact owner or manager
IT Phone Numbers Emergency Register Procedure	▶ Can the store still function? ▶ Handle customer backlog.	▶ Call IT tech support	▶ Begin emergency register procedure.	▶ Contact owner or manager
Medical Phone Numbers	▶ What happened? ▶ How many people are involved? ▶ Is there immediate danger? ▶ Is anyone available to help? ▶ Check for life-threatening conditions.	▶ Call 911 ▶ Call store emergency contact	▶ Keep the patient comfortable until help arrives. <u>Do NOT move unless absolutely necessary.</u> ▶ Stay on the line with 911 if possible	▶ Contact owner or manager
Plumbing Phone Numbers	▶ Shut off the water supply to the leak if possible.	▶ Call plumber or property manager	▶ Evacuate store if necessary ▶ Grab emergency binder (if possible).	▶ Contact owner or manager
Severe Weather (Imminent) Phone Numbers Evacuation Procedure	▶ Is it safe to evacuate? ▶ Should we shelter in place?	▶ Contact owner or manager	▶ Evacuate store if possible or take everyone to designated check point. ▶ Grab emergency binder (if possible).	
Severe Weather (Pending) Phone Numbers	▶ Monitor situation on radio or phone. ▶ Review disaster prep checklist.	▶ Contact owner or manager	▶ Continue to monitor the situation.	

EMERGENCY PROCEDURE BINDER

Contents should be updated annually

1. Store keys location: _____

2. Owners names and phone numbers:

3. Other emergency phone numbers:

4. Other important contacts list:
• _____
• _____
• _____

5. Building services contact list

- Landlord _____
- Electrician _____
- Plumber _____
- Heating & Air _____

6. Where is it?

- Circuit box _____
- Fire alarms _____
- Fire extinguishers _____
- Water shut off _____
- Heating and A/C controls _____
- Server(s) _____
- First aid kit _____

7. Emergency register procedures:

8. Other emergency instructions, if needed:

EVACUATION PROCEDURE

1. Turn off computers
2. Locate emergency procedures binder
3. Turn off lights
4. Lock doors
5. Leave building
6. Meet at designated check point: _____
7. Call store owner
8. Additional information:

MEDICAL EMERGENCY

1. Call 9-1-1
2. Provide the following information:
 - Nature of the emergency
 - Location
 - Your name and phone number
3. **DO NOT MOVE** the person unless absolutely necessary.
4. Call for any on-site person trained in first aid
5. If no one is available:
 - Stop the bleeding with firm pressure on the wound.
 - Clear air passage using the Heimlich Maneuver in case of choking.
6. Additional information:

SEVERE WEATHER AND DISASTER

1. Tornado

- When a warning is issued by sirens or other means, seek shelter.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced over.

2. Earthquake

- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed.

3. Flood

- Be ready to evacuate as directed by designated official.
- Follow the recommended evacuation routes.
- **Designated evacuation location:** _____

4. Hurricane

- When a watch has been issued:
 - Monitor local channels for updates.
 - Move out of low-lying areas at the request of officials.
 - Secure the building, move loose items indoors and board up windows and doors.
 - Collect drinking water in appropriate containers.
- When a warning has been issued:
 - Be ready to evacuate.
- During a hurricane:
 - Remain indoors in a safe area. **Designated safe area:** _____

5. Blizzard

- Stay indoors.
- If there is not heat, close off unneeded rooms.