

Disaster Recovery / Emergency Response Plan

Purpose

Cole International Inc. is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the **Cole International Inc.** Emergency Response Plan is to ensure human safety, minimize damage to property, and assure rapid and responsive communication to all parties involved. This Plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting **Cole International Inc.**

This Plan will establish processes and procedures for appropriate responses to major emergencies, and assign roles and responsibilities for the implementation and execution of the Plan in the event of an emergency or catastrophe. The guidelines shown in this Plan are intended to keep employees of **Cole International Inc.** prepared should **Cole International Inc.** premises and/or facilities become unsafe due to calamity.

Scope

Not all emergencies will require the same level of response. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property. Only the Emergency Response Coordinator or an appointed designee has the authority to declare a state of emergency for **Cole International Inc.** and can activate this Plan.

Emergency Types

For the purposes of this Plan, **Cole International Inc.** defines "emergency" as an instance, or combination of instances, of unsafe conditions that pose a threat to people or property. They are as follows:

1. **Fire and/or smoke.** Any conflagration (fire) of combustible materials at **Cole International Inc.** causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires nearby **Cole International Inc.** where there is a clear danger of the fire spreading to **Cole International Inc.** or causing the air to become un-breathable due to smoke.
2. **Natural disaster or severe weather.** This is a broad term meaning any emergency caused by inclement weather conditions or tectonic activity. Natural disasters include tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, severe thunderstorms, and so on. In some cases, natural disaster may also include excessive periods of intensely cold weather, or excessive periods of intensely hot and/or humid weather.



3. **Chemical, biological, or radiological incidents.** This may include a release of toxic chemicals or other dangerous agents within the vicinity of **Cole International Inc.**, including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; release of or exposure to radioactive materials.
4. **Structural failures.** This term encompasses any damage to **Cole International Inc.** property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include (but are not limited to) bomb threats, collapsed walls, ceilings, or foundations, burst water mains, electrical power outages, and so on.

Roles & Responsibilities

In general, **Cole International Inc.** employees must report an emergency event immediately to their supervisor, the Office Manager, Human Resources, or other appropriate authority.

Once the emergency has been ascertained, response/assessment teams will be the first to respond to the incident. They will assess the severity of the emergency and communicate immediately with assigned groups as appropriate. Response/assessment teams are composed of at least one person per department to coordinate and instruct co-workers.

Responsibilities in an emergency are delegated amongst various response/assessment team members, as indicated below. These teams will coordinate emergency and/or evacuation efforts within their areas of responsibility.

For instruction and details on business continuity and resumption of operations after an emergency, please refer to **Cole International Inc.**'s disaster recovery plan.

Procedures

I. Fire

The primary purpose of the Fire Procedure is to provide a course of action for all personnel to follow in the event of a fire or smoke emergency.

- Rescue anyone in immediate danger.
- Alert employees of the fire and its location. Activate the nearest fire alarm. Contact the local fire department by calling 911. Assign someone to guide the response personnel directly to the fire.
- Contain the fire if it is relatively safe to do so. Close all doors, fire doors, and windows near the fire. Shut off all fans, ventilators, and air conditioners.



- Extinguish the fire if it is small. Obtain the nearest fire extinguisher and pull out the safety pin. Aim the fire extinguisher nozzle low, at the base of the fire, depress the trigger, and move nozzle move slowly upward with a sweeping motion.
 - Do not aim nozzle at the middle or the top of the flames.
 - If fire cannot be extinguished, evacuate the building immediately.
 - Keep low to the floor to avoid inhaling smoke.

II. Natural Disaster/Severe Weather

The primary purpose of the Natural Disaster/Severe Weather Procedure is to inform employees and visitors of any serious weather conditions that warrant their attention. A “weather watch” means that conditions are favorable for severe weather to develop. A “weather warning” means that severe weather has been sighted in the vicinity.

- Account for all employees and visitors, ensuring that everyone is inside the facility. Close all windows and close all curtains and/or blinds.
- Instruct all employees and visitors to move away from windows.
- If necessary, gather employees and visitors into the basement, or, if no basement is available, into bathrooms or other enclosed area.
- Listen to all weather reports for updates. Do not leave the basement or enclosed area until the weather warning has been lifted.
- Stay calm. Encourage others to stay calm also.
- Have portable radios available, along with extra batteries.
- Be prepared for isolation at the premises. Ensure that emergency equipment and supplies are available, or can be readily obtained.

III. Chemical, Biological, or Radiological Procedure

The purpose of the Chemical, Biological, or Radiological Procedure is to inform employees and visitors of the steps that should be taken in the event that a contaminant, virus, or other harmful agent poses an immediate threat.

- Call 911 and report the situation.
- Notify managers, Office Manager, and Human Resources immediately.



- Commence evacuation procedures.

IV. Structural Failure Procedure

The purpose of this procedure is to inform employees or visitors of precautions to be taken in the event of a structural failure.

In the event of a power outage, gather flashlights and other needed supplies. Check on all employees and visitors to ensure their safety. Ensure all backup or emergency

- lighting is fully operational. If the power outage is prolonged, consult with managers to consider dismissing employees for the day.
- In the unlikely event of a bomb threat, it is impossible to discern valid threats from hoaxes. All threats will be treated as real in order to protect lives and property, and the premises shall be evacuated immediately.
- In the case of water, heat, or other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. If the shutdown is prolonged, consult with managers to consider dismissing employees for the day.

V. Missing Employee/Visitor Procedure

The purpose of the Missing Employee/Visitor Procedure is to ensure that all necessary steps are taken in the event that the whereabouts of an employee or visitor identified in the Visitors Log cannot be accounted for during an emergency.

- Employees will be directed by the response/assessment team member to systematically search the premises, both inside and outside (if safe to do so), including rooms, bathrooms, offices, and other areas.
- Should a search of the premises prove unsuccessful, the response/assessment team member shall notify local law enforcement by calling 911. Give a description of the missing person, or a photograph (if available). The authorities will assume control of the search from this point.
- The family and/or responsible party of the missing person shall also be notified. Explain what is being done to find the missing person and that the local law enforcement has been notified as well.
- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.



Guidelines

Response/assessment teams are responsible for communicating the following guidelines and procedures to their assigned areas and/or workgroups. Each response/assessment team must complete any associated documentation to ensure that responses to emergencies are conducted safely, quickly, and in an orderly fashion.

Area of Responsibility	Documentation
Workgroup:	Cole International (Cdn brokerage)
Date of plan completion:	02/15/2018

Conducted by:	Caroline Veillette
Where evacuation routes are posted in the area:	Sur de la cote de la batisse
Designated meeting area during an emergency:	Parking des Croisieres
Alternate meeting area should the designated area be unsafe:	Port de Trois-Rivieres
Location of first aid kit(s):	Dans l'armoire au dessus de l'evier

Employee/Visitor Evacuation Steps
1. Stop working and shut down any equipment in use.
2. Proceed to posted emergency exit, following posted evacuation route(s).
3. Use stairwells instead of elevators.
4. Touch doorknobs/door handles carefully to check for heat.
5. Proceed to designated meeting area (unless otherwise instructed).

Visitor List by Department/Workgroup			
Name	Time In	Time Out	Location

Special Operation Shutdown Procedures (i.e. critical IT equipment or applications)	
Operation:	Individual Responsible:
1. [insert critical operation] Fire	1. [insert name] Caroline Veillette
2. [insert critical operation] Natural Disaster	2. [insert name] Caroline Veillette
3. [insert critical operation] Chemical, Bio..	3. [insert name] Caroline Veillette
4. [insert critical operation] Structural failure	4. [insert name] Caroline Veillette
5. [insert critical operation] Missing employee	5. [insert name] Caroline Veillette
6. [insert critical operation]	6. [insert name]



Acknowledgement & Agreement

Denyse Côté
I, [Employee Name], acknowledge that I have read and understand the Emergency Response Plan of Cole International Inc. I agree to adhere to this Plan and will ensure that employees working under my direction adhere to this Plan. I understand my role and responsibilities in the safe and effective execution of this Plan.

Name: Denyse Côté

Signature: *Denyse Côté*

Date: 02/15/2018

Witness: *Alexandra Dumas*