



**CORPORATE OFFICE**

**EMERGENCY RESPONSE PROCEDURES (ERP)**

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## EMERGENCY RESPONSE TEAM (ERT)

SVP/COO/CFO	Mike Redman	608-835-7577
VP of Human Resources	Laurie Halzel	608-835-7004
HR Manager	Jackie Dyer	608-835-7220
Office Manager	Jennifer Schultz	608-835-3900
IT Manager	Ben Kuepers	608-445-3474
Director of Construction Operations	Tom Jones	608-835-3455
Service Technician	Denny Treuter	608-217-8376
Company Spokesperson	Brian Swanton	602-708-4889

## UTILITY COMPANY EMERGENCY CONTACTS

Gas & Electric	Alliant Energy	800-255-4268
Water	Oregon Water & Sewer Utility	608-835-6286
Telephone Company	Spectrum Business	855-933-1894
Elevator	Kone	877-276-8691

## FRONT DESK PROTOCOL – VISITORS

All visitors must use the intercom system when visiting the building. **Team members should notify the front desk in advance of expected visitors (name, company, time visiting, etc.).**

1. When a visitor rings the doorbell, the team member answering **must use the intercom system** to ascertain what the visitor is there for (scheduled meeting or appointment, pick-up, drop-off).
2. If the visitor does not have an appointment and/or has no purpose to be in the building, they do not need to be allowed entry.
3. If the visitor is disgruntled, follow the procedures outlined below.
4. Fed-Ex, UPS, USPS may be allowed entry.

In the event a disgruntled visitor is in the building or at the front desk, the team member should:

1. Remain calm and courteous. Try not to interrupt the visitor. Allow them to “vent”.
2. If possible, notify Human Resources by pushing the **doorbell to HR** which is located on the Front Desk, or send an email or chat to [HR@gormanusa.com](mailto:HR@gormanusa.com), or send an email or chat to the SVP/COO/CFO. Human Resources will come to your location as a witness and to assist in deescalating the situation if possible.
3. Human Resources and/or the SVP/COO/CFO will determine if the police department needs to be contacted to have the visitor removed from the property.

## BUILDING MAINTENANCE OR MAINTENANCE EMERGENCY

For any building related maintenance or maintenance emergency, the team member should:

1. Notify the Office Manager, or the Service Technician, or the Director of Construction Operations, or Human Resources.
2. This could include things such as: water leaks, light bulb issues, emergency lights not working, pests, items in disrepair, heating or air conditioning failures, or other housekeeping issues.

## FIRE

Upon discovering a fire (or smoke) team member should:

1. Remove anyone in immediate danger and confine the fire by closing door(s).
2. Attempt to extinguish the fire only if it is small and only if safe to do so. Fire Extinguishers are located on each floor. Fire extinguishers should be used by properly trained persons. If you do not know how to properly use them, do not use them. Fire extinguisher use is voluntary.
3. Please reference the **Evacuation Floor Plan** at the end of this manual for information on primary and secondary escape routes, fire extinguisher locations, and emergency exits.
4. If the fire cannot be immediately extinguished, commence evacuation procedures, and notify Human Resources and/or the SVP/COO/CFO.
5. Evacuate all areas of the building affected by smoke or fire.
6. Notify the Fire Department (Dial 911) via cell phone and give the following information:
  - a. Name of the Company: Gorman & Company
  - b. Street and address number: 200 N. Main Street, Oregon, WI 53575
  - c. What is burning (electrical, trash, kitchen, etc.)
7. Do not hang up. Let the person you are talking to end the conversation. Other information may be needed.
8. Remain calm - avoid panic.
9. Know location of exits - do not use the elevator.
10. If safe, make sure that doors are closed to prevent further spread of fire.
11. Do not break windows or open doors to vent smoke.

## MEDICAL AND FIRST AID EMERGENCIES

In the event of serious illness or injury:

1. Call 911 to obtain the Fire Department, Paramedics, or ambulance service. If unavailable due to region-wide disaster, request assistance from any on-site medical personnel, if available.
2. Notify Human Resources.
3. Do not move victims unless absolutely necessary.
4. Personnel trained in first aid should initiate first aid action, as necessary.

In the event of minor injuries:

1. Initiate immediate first aid action, as necessary.
2. Summon assistance if needed and assist with first aid.
3. Notify Human Resources.
4. Have the injured report to:
  - a. **Closest medical provider:** Oregon Urgent Care, 990 Janesville St, Oregon, WI 53575, 608-835-5373 (Mon – Fri 5:00 p.m. – 10:00 p.m.; Sat – Sun 10:00 a.m. – 8:00 p.m.)
  - b. Emergency Room, nearest Hospital: Stoughton Hospital

In the event of any work-related injury, the injured team member should complete a worker's compensation injury report form as soon as possible. If the team member is unable to complete the form, their supervisor should complete it. The completed form should then be submitted to [HR@gormanusa.com](mailto:HR@gormanusa.com) **within 24 hours**.

## EVACUATION

1. If evacuation is determined necessary by the ERT or local authorities, team members will evacuate the building or portions thereof, in accordance with the Emergency Response Plan (ERP). All building occupants should evacuate in a quiet manner, using the marked exits in the ERP or as advised. See maps at the end of this ERP for designated exits.
2. Evacuation of physically challenged personnel will be given the highest priority in all emergencies. They will be evacuated by the most expeditious and safe means available. This could mean holding a small group of physically challenged personnel at or near the stairwell or elevator until emergency help arrives, or it may become necessary to move them away from the immediate area to a safer location.
3. When evacuating, team members and visitors should walk, remain quiet, use handrails, and follow all other emergency instructions from the ERT.
4. Upon exiting the building, team members will proceed to the **assembly area: front lawn by Gorman & Company cement sign on the corner of Main. St. and Grove St.**
5. After evacuation is completed, the ERT Reps will proceed to the assembly area and begin to check head count and report status to Human Resources.
6. ERT Reps will prevent entrance into the building until after the emergency is over by instructing all persons at the assembly area to remain until an "all clear" signal has been issued by the local authorities.
7. When the emergency is concluded, local authorities will issue an "all clear" signal and the ERT Reps will notify team members to return to the building. An "all clear" signal generally indicates that all personnel have evacuated the building, roll call has been completed and that it is now safe for team members to re-enter the building.

## EVACUATION CHECKLIST:

1. Notification of the emergency has been communicated. This would include notice to the ERT, Human Resources, SVP/COO/CFO, Fire or Police Departments, Service Technician, etc.
2. Exit ways should be clear at all times and properly signed or marked, and emergency lighting will be sufficient any time the building is occupied.
3. Everyone leaves the building and is accounted for.
4. Strict adherence to the Emergency Response Plan (ERP) is necessary in order that the maximum number of people can be safely moved from the building in the shortest possible time.
5. All valuables are secured and doors are closed. In case of building abandonment, all outside doors should be locked.
6. This ERP includes a lay-out of your section of the building, showing all exits, fire extinguishers, stairwells, severe weather shelter locations, first aid kits, and electrical panels.

### **After the Evacuation**

When the emergency is over, local authorities or the ERT, will advise team members when it is safe to re-enter the building. In the event the building cannot be "safely" occupied after an emergency, team members will wait for instructions from their supervisor regarding alternate reporting locations.

## SEVERE WEATHER

Tornado season in the Midwest is generally May through August. However, tornadoes have struck in April, September, October, and November.

**Tornado Watch:** Issued when the weather conditions are favorable to the formation of tornadoes.

**Tornado Warning:** Issued when a tornado funnel is sighted or indicated by weather radar.

1. Take cover immediately.
2. Go to the basement, if possible, or an interior office or restroom. This ERP includes a lay-out of your section of the building, showing **severe weather shelter locations**, all exits, fire extinguishers, stairwells, first aid kits, and electrical panels.
3. AVOID windows.
4. Stay in sheltered area until the "all clear" is received.

## POWER OUTAGES

The delivery of electrical power to the property could be interrupted at any time. Depending on the circumstances, a loss of electrical power may or may not become an emergency situation. The ERT should be contacted. A determination should be immediately made about the outage so that the proper persons are notified, and certain safeguards are taken. The following steps should be taken:

1. Check to see if one or all buildings are without power or just certain sections are involved.
2. If the entire property is without power, check to see if neighboring buildings have electrical power.
3. Contact Alliant Energy (800-225-4268) if your property and others around you are without electricity and try to determine how long the outage will last.
4. If the problems are internal in your building, contact the building service technician or the Director of Construction Operations.
5. Have team members stand by in a "safe zone" until it is known how long the power outage is expected to last.
6. Do not panic - Do not use an open flame.

### **Elevator Procedures During Power Outages**

1. ERT Rep(s) are to check all elevators to determine if anyone is trapped in a car.
2. If any riders are trapped, the ERT Rep will notify the Service Technician and Human Resources and/or the SVP/COO/CFO and inform them of how many riders are trapped, and any known injuries. The Service Technician and/or Human Resources and/or the SVP/COO/CFO will determine if the Fire Department is needed.
3. If car is stuck at floor level, ERT Rep may call the Service Technician for assistance, or if unavailable, request assistance from additional ERT Rep's to open the door with the elevator key or, attempt to pry the door open to release riders.
4. If car is stuck between floors, ERT Rep should wait for and assist Fire Department personnel in removing riders from between floors.

## AFTER HOURS EMERGENCIES

In the event an emergency occurs during the evening, nighttime, or holidays, Human Resources and/or the SVP/COO/CFO should be notified as well as the local police or fire department, if appropriate.

## VIOLENCE IN THE WORKPLACE

Violence in the workplace is increasing and must be considered carefully as to what type of threat leads to what type of response. There are two basic categories of threats, one is "Implied" the other is "Real".

**IMPLIED THREAT:** A threat of a return promised visit to "get even" or to harm.

1. This type of threat should be evaluated very carefully as to the emotions at the time of the threat or the cause of the threat.
2. This type of threat could easily escalate into violence. Precautions should be taken to avoid a one-on-one confrontation after a threat is received from a potentially dangerous individual.
3. Always notify your supervisor, department management or Human Resources and/or the SVP/COO/CFO of personal threats.
4. Contact Human Resources and/or the SVP/COO/CFO. Human Resources will evaluate the "aggressor's" personal employment history to assist department management regarding the incident and will determine if there is a need to contact the local authorities.
5. Human Resources and/or the SVP/COO/CFO and the supervisor or manager will interview the people who work directly with the potential aggressor to acquire information such as: does the person have ready access to weapons; has the individual been openly vocal about personal problems or work problems or been making open threats.
6. If the threat is considered to be real, law enforcement will be notified immediately by Human Resources and/or the SVP/COO/CFO. The police should be provided with as much information as possible about the person making the threat and why. Local law enforcement will be notified if it is felt there is immediate danger and protection is required for company team members.

**REAL THREAT:**

1. You are physically confronted by someone with intent and ability to do bodily harm. Always take threats seriously.
2. You must stay very calm and try to calm the person down verbally. Agree with the person, even if you disagree; it is safer to agree than to force a quick confrontation.
3. Do not do anything to escalate the situation. Try to notify other team members of the situation without being obvious.
4. Try to get a telephone call into the police by calling 911, leaving the line open if you cannot talk directly. Emergency operators may be able to listen and trace the calls origin in most cases.
5. If you can get a call into 911, emphasize key words to tip the police to your circumstance: weapon, bomb, hostage, location; and keep talking on the phone as long as you can.
6. Ask questions that will direct the anger away from you. Do everything you can to direct the person's anger to someone or something that is in another location. You need to take as much time as you can, try to remove yourself from the threat or buy time to allow help to arrive. Volunteer to go get the person they are really angry at (so that you can leave the area to get help).
7. The person you are dealing with may or may not be rational. Be very careful not to make any sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to defuse the situation or provide you the opportunity to escape.

**ACTIVE SHOOTER TRAINING:** Vision LMS/Grace Hill Active Shooter Training.

1. **RUN:** When an active shooter is in your vicinity:
  - a. If there is an escape path, attempt to evacuate.
  - b. Evacuate whether others agree to or not.
  - c. Leave your belongings behind.
  - d. Help others escape if possible.
  - e. Prevent others from entering the area.
  - f. Call 911 when you are safe.
2. **HIDE:** If evacuation is not possible, find a place to hide.
  - a. Lock and/or blockade the door.
  - b. Turn off the lights.
  - c. Silence your cell phone.
  - d. Hide behind large objects.
  - e. Remain very quiet.
  - f. Your hiding place should:
    - i. Be out of the shooter's view.
    - ii. Provide protection if shots are fired in your direction.
    - iii. Not trap or restrict your options for movement.
3. **FIGHT:** As a last resort, and only if your life is in danger:
  - a. Attempt to incapacitate the shooter.
  - b. Act with physical aggression.
  - c. Improvise weapons (i.e. a chair, a fire extinguisher, a coffee mug etc.).
  - d. Commit to your actions. Work with others – outnumbering and overwhelming the shooter has the greatest likelihood of success.
  - e. When law enforcement arrives:
    - i. Remain calm and follow instructions.
    - ii. Keep your hands visible at all times. Raise your hands and spread your fingers to show that you are unarmed.
    - iii. Avoid pointing or yelling.
    - iv. Know that help for the injured is on its way.

## EXPLOSION

In the event of an explosion in the building, team members should take the following actions:

1. Take cover that will give protection from flying glass or debris.
2. Notify the Fire Department (Dial 911). Provide the following information:
  - a. Name of the property: Gorman & Company
  - b. Building address and nearest cross street: 200 N. Main Street, Oregon, WI; cross street is E. Grove Street.
  - c. Describe the condition clearly and accurately.
  - d. Do not hang up. Let the person you are talking to end the conversation. Other information may be needed.
3. Notify Human Resources and/or the SVP/COO/CFO.
4. The Fire Department will determine if evacuation is necessary.
5. Upon leaving the building, proceed to **assembly area on the corner of N. Main St. and E. Grove (by the Gorman & Company cement sign in the front yard)** and await instructions.
6. ERT will make certain building is secured if the order is given to vacate the premises.



## BOMB THREAT

If a verbal bomb threat is received:

1. Be CALM and COURTEOUS, DO NOT interrupt the caller.
2. If possible, notify someone else by pressing the **doorbell to HR** located on the Front Desk, or email HR at [HR@gormanusa.com](mailto:HR@gormanusa.com), or send a chat to HR, or send an email or chat to the SVP/COO/CFO.
3. Human Resources and/or the SVP/COO/CFO will call 911, evacuate the building, and act as witness to the call.
4. Ask the caller:
  - a. When is the bomb going to explode?
  - b. Where is the bomb right now?
  - c. What does it look like?
  - d. What kind of bomb is it?
  - e. What will cause it to explode?
5. Try to keep the caller on the line as long as possible. Ask them to repeat the message. Record every word spoken by the caller. Ask the caller why they are doing this and ask the caller their name.
6. Record the following information (you can use the Bomb Threat Checklist form below):
  - a. Date of call
  - b. Time of call
  - c. Age, gender, adult, or child
  - d. Speech pattern, accent, speech impediments, voice quality (calm, excited)
  - e. Exact words of person
  - f. Background noises, motors running, music, other noises (clues as to the location of the caller)
7. Inform the caller that the building is occupied, and the detonation of a bomb could result in death or serious injury to many innocent persons.
8. Law Enforcement personnel will want to talk firsthand with the person who received the call, they should remain available until officers arrive.

If a bomb threat is received by mail the team member should:

1. Not handle the letter, envelope, or package.
2. Call 911.
3. Notify Human Resources and/or the SVP/COO/CFO.
4. Human Resources or the SVP/COO/CFO will send notice to evacuate the building and preserve the evidence for law enforcement officials.

If a "suspicious" object (or a suspicious warning sign, see list at bottom) is discovered the team member should:

1. Never attempt to touch, move, or open the object.
2. Call 911.
3. Notify Human Resources and/or the SVP/COO/CFO.
4. If a decision is made to evacuate the area/building, everyone should keep calm and exit the building.
5. Await further instructions from law enforcement officials.

Examples of "Suspicious" warning signs:

1. A vehicle parked in an odd location.
2. A window or door that is open but should be kept closed.
3. An unattended bag or package
4. An unauthorized individual in a restricted area
5. People who may be loitering

## BOMB THREAT CHECKLIST

Date of call:

Exact time of call:

Exact words of caller:

QUESTIONS TO ASK:

1. When is bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

CALLER'S VOICE (circle):

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere Lisp	Rapid	
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent Loud	Slurred	Normal	

If the voice is familiar, whom did it sound like?

Were there any background noises?

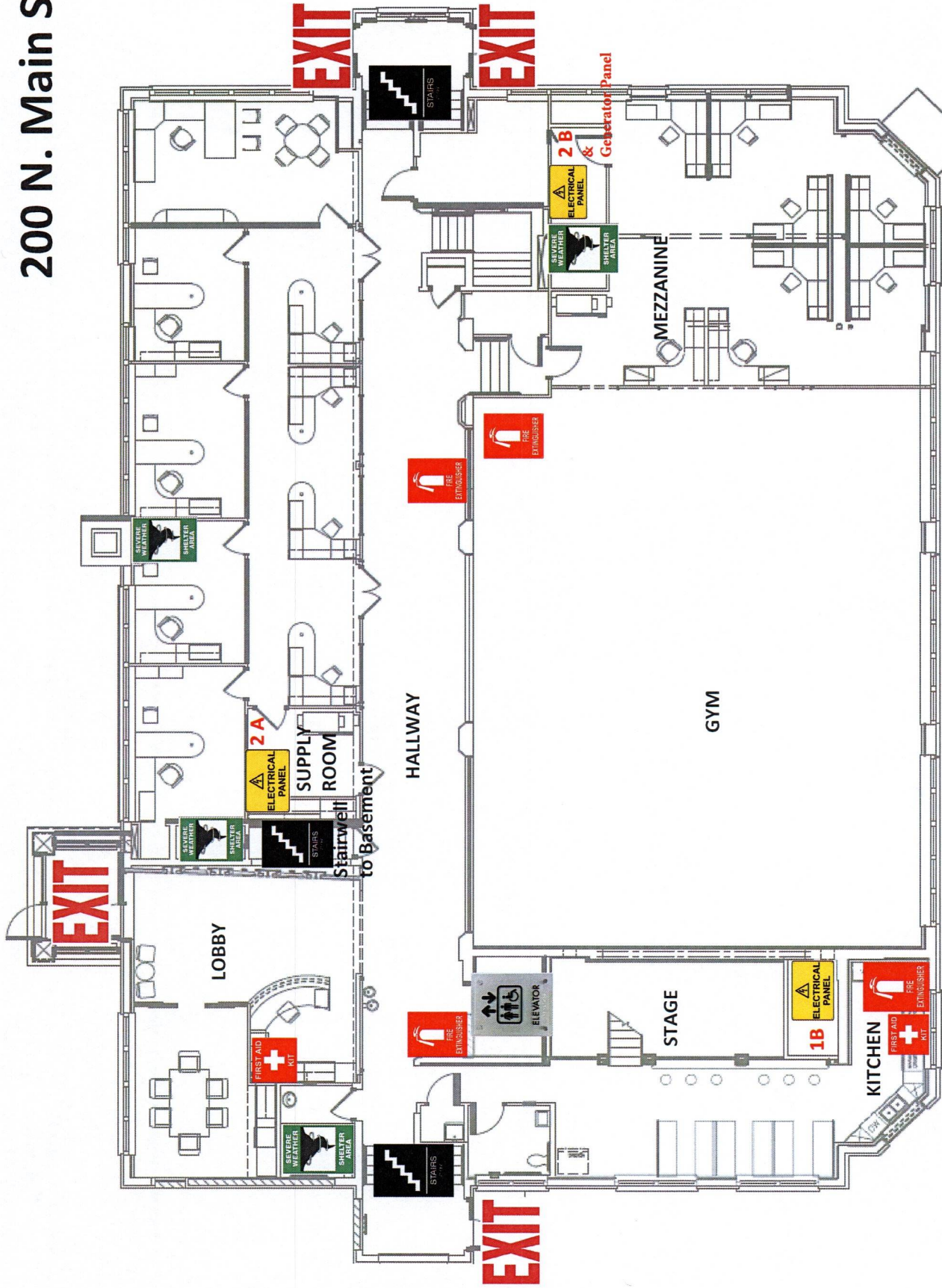
Remarks:

Person receiving call:

Telephone number call received at:

# First Floor 200 N. Main St.

E



N

HALLWAY

GYM

MEZZANINE

KITCHEN

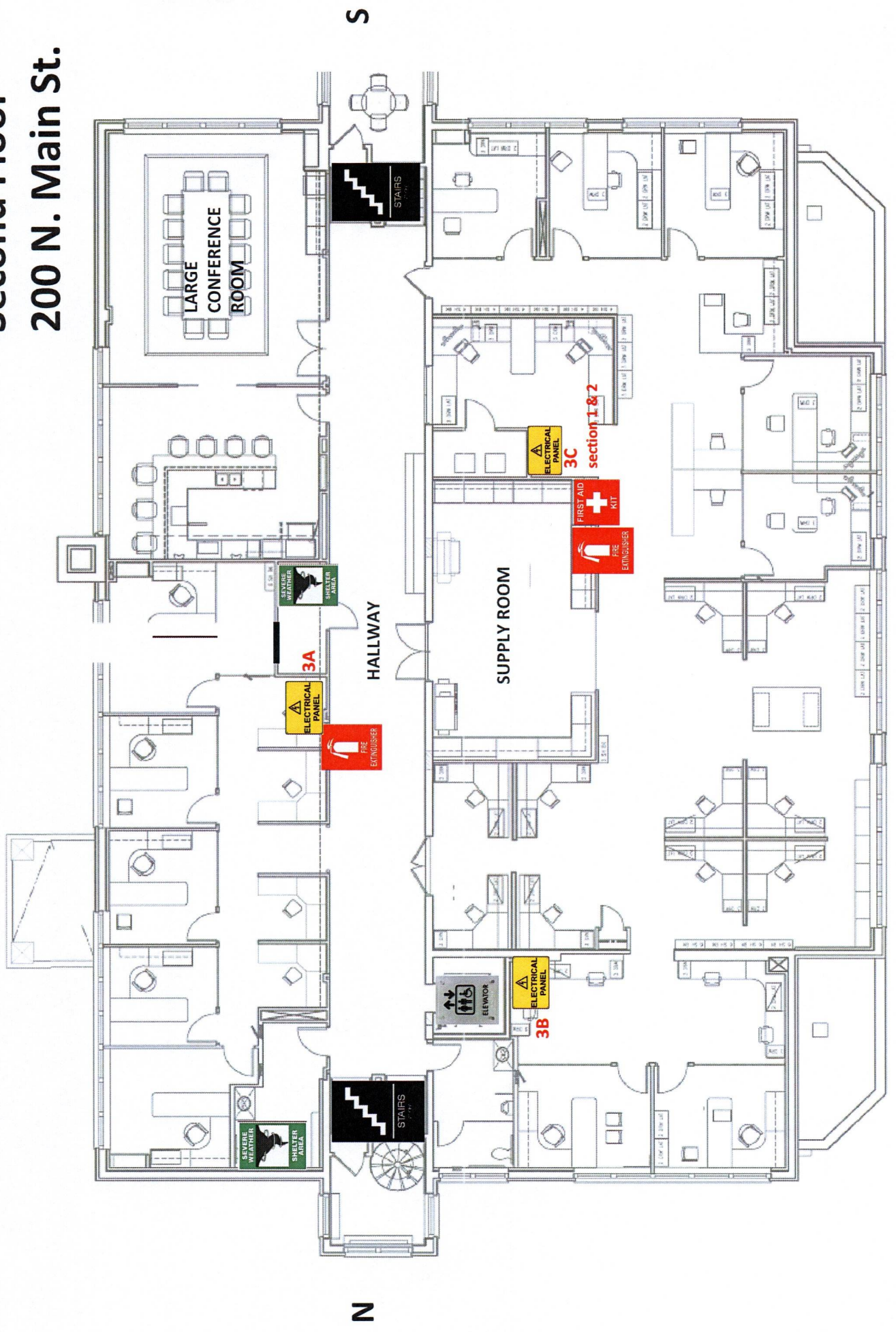
\*Assembly area

W

Corner of Main St. / Grove St. at  
Gorman & Company cement sign.

# Second Floor 200 N. Main St.

E

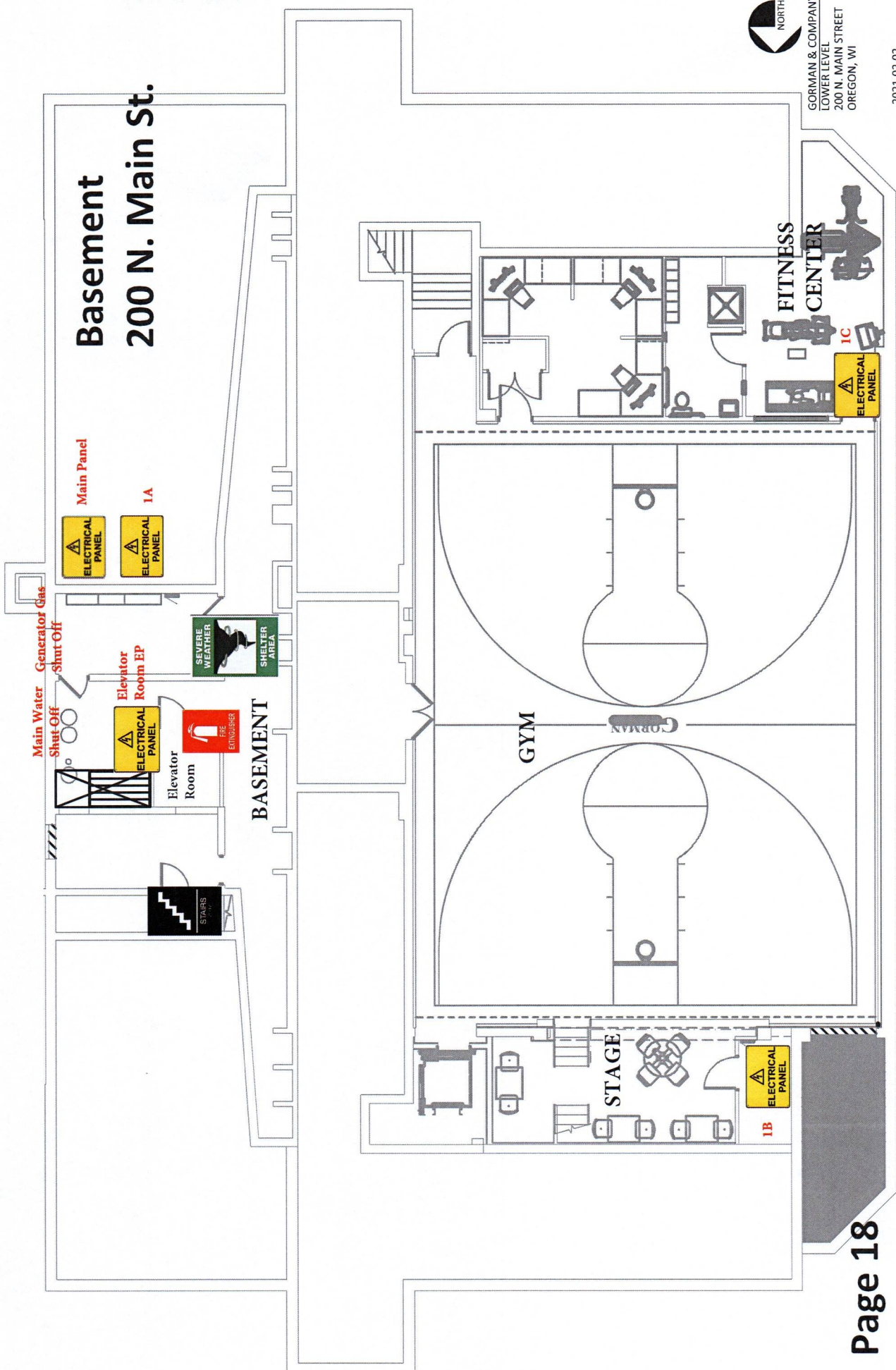


S

N

W

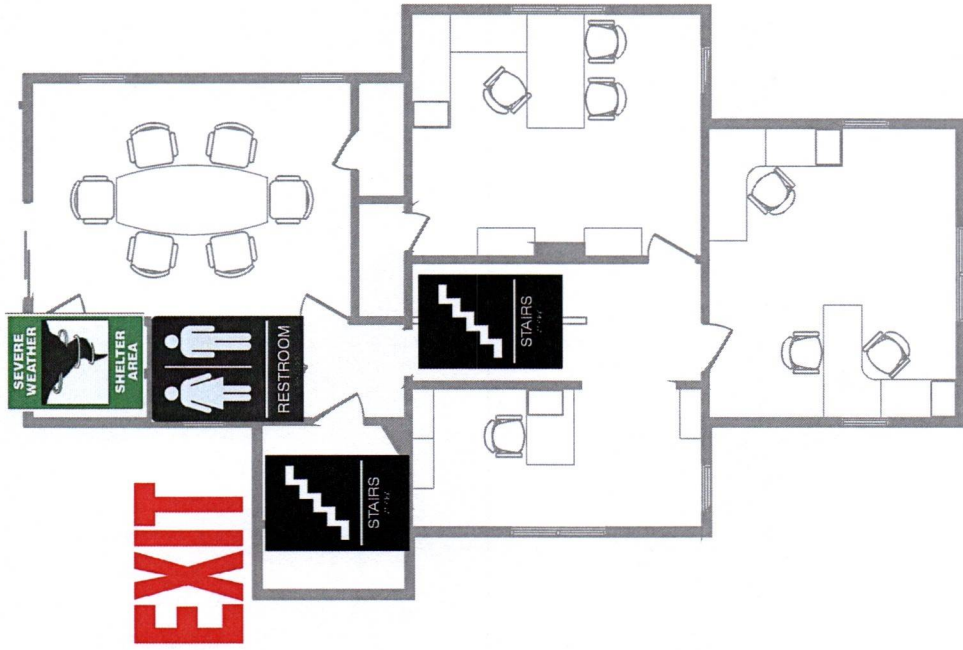
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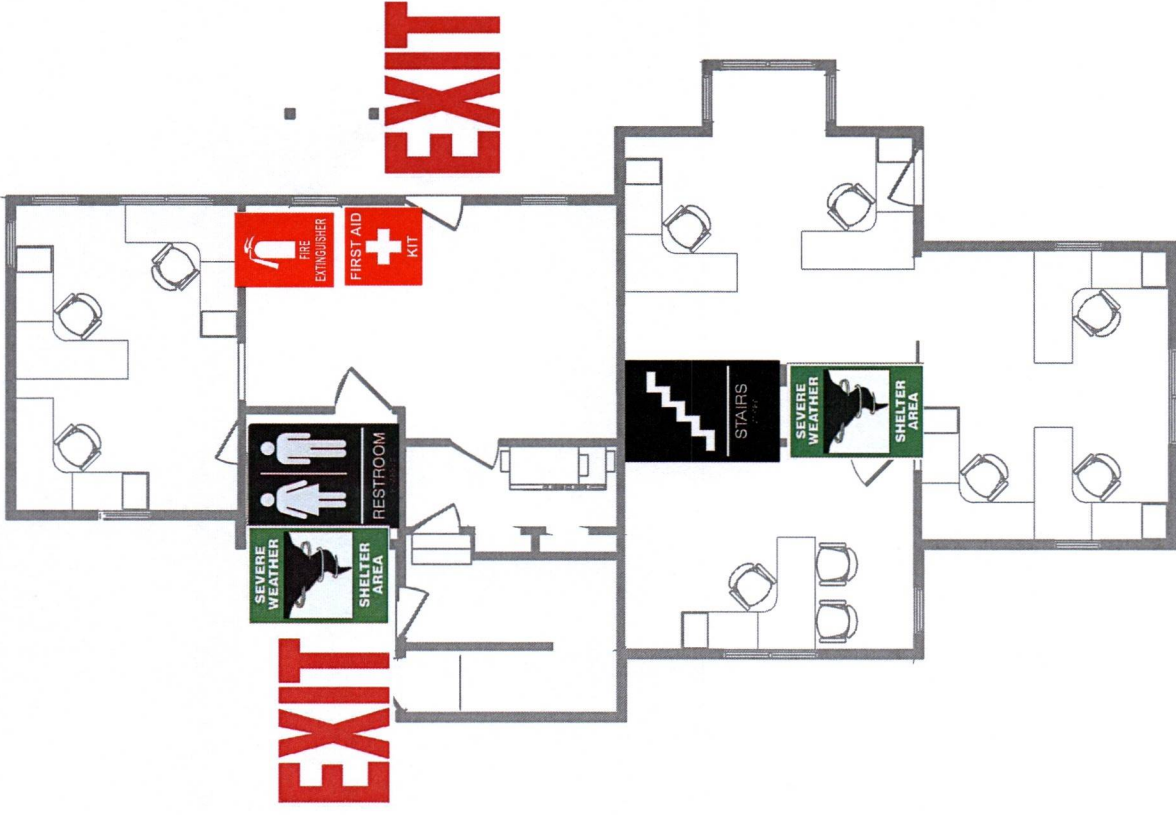
GORMAN & COMPANY  
LOWER LEVEL  
200 N. MAIN STREET  
OREGON, WI

2021.02.02

# 220 N. Main St.



UPPER FLOOR



LOWER FLOOR