Environmental and Safety Management System (ESMS) MS447AIM

Emergency Preparedness and Response Plan

Approved By:

Jason Schulz – Director of Security

Approved By:

Suzanne Bettendorf – Executive Director Aveda Institute New York

Prepared By: Jason Schulz Revision No: 5

Issue Date: December 1, 2003 Revision Date: November 8, 2013

Environmental and Safety Management System

Emergency Preparedness and Response Plan
1.0 PURPOSE
The information contained herein includes the Aveda Institute New York Emergency Preparedness and Response Plan, including the contingency plan and emergency procedures. The purpose of this plan is to establish the necessary organization; authority, procedures, and written reference materials that will ensure appropriate and complete responses to emergencies occurring within the facility.

2.0 DEFINITIONS

*Emergency Preparedness and Response Procedure* – To identify potential for and response to accidents and emergency situations and for preventing and mitigating the environmental impacts that may be associated with them.

*Emergency Situation* – Any incident or condition that poses a threat to people, property, or the environment. These situations include but are not limited to the following:

- Armed Aggression / Violent Intruder
- Biological Threats
- Bomb Threats
- Burglaries
- Chemical Spills
- Civil Disturbance
- Emergency Evacuation
- Fires
- First Aid / Medical Emergencies
- Severe Weather
- Transportation Emergency
- Utility Emergency

*Environmental Release / Exposure* - any spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping or disposing into the environment of any hazardous chemical or extremely hazardous substance.

*Medical Emergency* - any incident which requires medical assistance beyond general 1st Aid including but not limited to unconsciousness, trouble breathing, no breathing, no pulse, persistent chest pain, severe bleeding that does not stop, deep burn to the face and neck, pain in abdomen that does not go away, vomiting blood, seizures, injury to the head, appears to have been poisoned, injury with bone showing through the skin, seizure, fainting, etc.

3.0 PRE-EMERGENCY PLANNING
In the event of an emergency requiring assistance from or notification of outside organizations, contact will be made with appropriate emergency services, staff members and senior management. A comprehensive listing for contacting the above individuals is found in Appendix A of this plan.
4.0 ORGANIZATION, ROLES, RESPONSIBILITIES, QUALIFICATIONS, TRAINING

4.1 Staff Organization

The emergency response organization is divided into two teams:

1) Support Team – Appendix A of this plan provides a list of the support team members, their teams, and phone numbers.

2) Response Team Members - The response team membership will vary depending upon the nature of the emergency and can consist of hazardous materials spill response personnel, personnel trained in first aid and CPR, personnel trained in portable fire extinguisher usage. All response team members participate on a voluntary basis. Appendix A of this plan provides a list of the response team members and phone numbers.

4.2 Staff Roles and Responsibilities

**EHS Team** - Provides advice and support in matters relating to hazard assessment, occupational and environmental health and safety and regulatory impacts and provides orientation training to new employees on this plan.

**Emergency Coordinator** - Assumes overall responsibility for coordination of emergency response activities and has the authority to commit the resources needed to carry out the Emergency Preparedness and Response Plan including use of outside contractor/vendors. Complete necessary reports regarding emergency preparedness and response plan activations.

**Human Resources** - Provides advice and support in matters relating to personnel, carries out response activities as directed.

**Medical Responder** - Carries out AED, CPR, and First Aid and provides assistance during first aid incidents and medical emergencies.

**Operations Team Representative** - Provides advice and support in matters relating to all building engineering and has the authority to commit all available engineering resources to carry out the Emergency Preparedness and Response Plan including use of outside contractor/vendors.

**Security** - Provides advice and support in matters relating to security, document response notification activities and carries out response activities as directed in this plan.

**Aveda Security Director** - Provides advice and support at a corporate level in matters relating to security and document response notification activities.

**Spill Response Team Member** - Carries out response activities as directed.

4.3 Staff Qualifications and Training
EHS Representative
- Trained on the Emergency Preparedness and Response Plan

Emergency Coordinators
- Trained on the Emergency Preparedness and Response Plan

Human Resources
- Trained on the Emergency Preparedness and Response Plan

Medical Responder
- Trained on the Emergency Preparedness and Response Plan
- Trained on AED, CPR, First Aid.

Operations Team Representative
- Trained on the Aveda Corporation Emergency Preparedness and Response Plan

Response Team Member
- Trained on the Aveda Corporation Emergency Preparedness and Response Plan
- Trained in 8 hours of Hazardous Materials Emergency Response (Awareness Level)
- Trained in the use of fire extinguisher equipment

Security
- Trained on the Aveda Corporation Emergency Preparedness and Response Plan

5.0 EMERGENCY EQUIPMENT
All Support Team and Response Team members have access to emergency equipment within the facility. The following emergency equipment is readily accessible:

- AED / CPR / First Aid /
- Fire Alarm Pull-boxes
- Fire Extinguishers
- Fire Sprinkler Systems
- Smoke and Heat Detectors
- Spill Containment and Clean-up Equipment
6.0 EMERGENCY PREPAREDNESS & RESPONSE NOTIFICATION

Aveda employees and students are instructed to notify the security guard on duty in person, by radio of any emergencies that they witness in the facility. The Security Team will then notify an Emergency Coordinator and others accordingly using the public address system within the facility.

6.1 Response Phase - General

6.1.1 The Command Post

The Emergency Coordinator will respond to the scene or the security desks located in the operations office and establish a Command Post. (In the event of a medical response, the Emergency Coordinator will respond directly to the scene of the medical response.) At the direction of the Emergency Coordinator, the security officer on duty will make immediate contact with additional personnel as outlined in Appendix A of this plan and have those individuals report as directed. In the event that the security desk cannot be utilized as a command post, an alternate Command Post will be located at the SOHO Square Park located between Spring St and 6th Ave.

The Emergency Coordinator remains in this role until relieved by a more senior coordinator or by an outside emergency response authority. If relieved by an outside authority, the Emergency Coordinator will continue to act as the contact liaison with that authority.

6.1.2 The Response Scene

The actual response to a particular emergency will be governed by the conditions present, the Emergency Preparedness and Response Plan and the training and equipment of those responding. All final decisions come through the Emergency Coordinator after consultation with emergency response personnel and senior management, depending on the situation.

The first priority of any emergency response is the protection of life and health. Following that, the order of priority must be established by the particular conditions present during the emergency. The appropriate consideration is to be given to fire and explosion, chemical reactivity, environmental protection and protection of Aveda Corporation’s assets.

6.1.3 Emergency Communication Procedures

In the event that the Emergency Preparedness and Response Plan are activated, all emergency personal with radio communication will turn their radio or headset to Channel #1. All emergency communication will occur via radio on Channel #1. Emergency announcements will be made via the facility public address system by stating the emergency situation consecutively three times, i.e. “Attention / Medical Emergency / (Location)”.

7.0 ACCIDENTS AND INJURIES

Aveda Corporation recognizes that any accident or near miss, severe or minor, may be an underlying situation that may activate its emergency preparedness and response plan. Accordingly, employees are instructed to report all accidents or near misses to their Team Leader and Human Resources and fill out Aveda’s “Accident Investigation Report” form within 24 hours of the injury. This report must be filled out by the employee involved in the incident or if
the employee is unable to fill it out, then the form must be completed by the team leader for that employee. By reporting these incidents and initiating appropriate corrective actions, Aveda hopes to alleviate future emergency responses from occurring within the facility. If the accident causes an employee to become injured, a phone call should be made to ‘Medcor” by the team lead along with the employee.

Human Resources
In the event of a work-related death or three or more employees are hospitalized, the incident must be reported to the Occupational Health and Safety Administration at 1-800-321-OSHA within 24 hours of the incident.

8.0 EMERGENCY PREPAREDNESS AND RESPONSE PROCEDURES

8.1 Armed Aggression / Violent Intruders
In any event where a firearm or any other weapon is known to be involved, all employees and students are asked to contact security on the radio or headset and notify them of the situation.

Security
• If 911 has not been contacted, call 911 immediately and inform them of the following:
  - What is going on
  - Location of incident
  - What type of weapon is involved
  - How many people are involved
• Make a PA announcement stating “Attention Aveda Employees, Security Alert, (Location)”.
• If scene is not safe, stay out of danger area and wait for police to arrive
• If 911 have been called, and the scene is safe, evacuate all employees and guests from the area.
• Contact an Emergency Coordinator and advise him/her of the situation.
• Contact the Estee Lauder Global Command Center located in Appendix A
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director.

Emergency Coordinator
• Make sure police have been contacted.
• If scene is safe, proceed to the scene and protect crime scene by not allowing anyone to enter scene until police arrive.
• If scene is not safe, stay out of danger area and wait for police to arrive.
• When the scene is safe, contact the V.P. of Human Resources, and Executive Director of Institute Development of the situation.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a signed report to Aveda Security Director.

Employees/students
• If confronted by an armed / violent intruder, do not resist and follow their instructions.
8.2 Biological Threats
While rare, the small number of viable biological threats that do occur could have disastrous results. Thus, all potential biological threats should be treated as though they are real. In the event that a biological threat is reported, the following outlines responsibilities to be taken:

Security
- If a biological threat is reported at the facility, contact an Emergency Coordinator and inform him/her that a potential biological threat has been reported at the facility.
- Call 911 and report the biological threat.
- If an extra guard is available that guard should report to the area where the threat has been reported to and help maintain a safe area.
- Contact Estee Lauder Global Security Command Center in Appendix A.,
- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

Emergency Coordinator
- When the scene is safe, advise Executive Director of Institute Development and inform them that a biological threat has been reported at the facility.
- Consult with Estee Lauder Global Security team and the local Police Department and determine credibility of biological threat.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward the report to the Aveda Security Director.

Employees/students
If a parcel is opened and an unidentified substance is detected:
- Do not touch, taste, smell or try to analyze the substance
- Alert others to keep away from the area
- Remain in the immediate area, to minimize the possibility of a spread of contamination
- Contact Security immediately and inform them that you received a biological threat.
- Turn off any fans, air conditioners or heaters
- Close doors and windows to area
- Do not wash off or disperse the substance
- Wait for trained assistance to arrive

8.3 Bomb Threats
Although many bomb threats turn out to be hoaxes, a small percentage could have disastrous results. Thus, all bomb threats should be treated as though they are real. In the event that a bomb threat is received, the following outlines responsibilities to be taken:
Security
- If a bomb threat has been received at the facility, initiate an emergency evacuation of the facility.
- Call 911 and report the bomb threat.
- Contact an Emergency Coordinator and inform him/her that a bomb threat has been received at the facility.
- Make a public announcement instructing all occupants to turn off hand-held radios or phones as outlined in Appendix E of this plan.
- Contact Estee Lauder Global Security Command Center in Appendix A.
- Complete an incident report detailing all events.
- Forward incident report to Aveda Security Director.

Emergency Coordinator
- When the scene is safe, advise V.P. of Human Resources, and Executive Director of Institute Development of the situation and inform them that a bomb threat has been received at the facility.
- Consult with Estee Lauder Global Security team and the Local Police Department and determine credibility of bomb threat.
- Complete the “Bomb Threat Report” contained in Appendix B of this plan after the event is over and then forward a report to the Aveda Security Director.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and then forward a report to the Aveda Security Director.

Employees/students
- Remain calm and obtain as much information from the caller as possible. Try and ask the following questions:
  - How many are there
  - What kind of bombs are they
  - Where are they located at
  - When are they set to explode
- Contact Security immediately and inform them that you received a bomb threat.
- Initiate an evacuation of the building

8.4 Burglaries
In any event where a burglary is known or suspected, all employees and students are asked to contact security and notify them of the situation.

Security
- If 911 have not been called, call them immediately and inform them of the burglary.
- If scene is not safe, stay out of area and wait for police to arrive.
- If 911 have been called, and the scene is safe, try and remove all employees and guests from the immediate area to preserve scene.
- Contact an Emergency Coordinator and advise him/her of the situation.
- Contact Estee Lauder Global Security Command Center in Appendix A.
Emergency Preparedness and Response Plan

- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

**Emergency Coordinator**
- Make sure police have been contacted.
- If scene is safe, proceed to the scene and protect crime scene by not allowing anyone to enter scene until police arrive.
- **If scene is not safe, stay out of area and wait for police to arrive.**
- When the scene is safe, advise Executive Director of Institute Development and advise them of the situation.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

**Operations Team Representative**
- Respond to facility if requested by an emergency coordinator or Estee Lauder Global Security team member to make necessary repairs and cleaning. Requests will only be given in the event that the scene has been determined to be safe and the scene has been turned back over to Aveda management.

**8.5 Chemical Spills**
Chemical spills can and do happen at facilities and can happen at any time where people and chemicals are located. Each spill must be treated with the utmost caution. If spills are not taken care of in a timely and efficient manner they can and do lead to major problems.

**Security**
- Contact spill response team members via public address system and inform them of the spill and the location.
- Contact an Emergency Coordinator and give the location, nature of spill and what was spilled and how much.
- Respond to scene and assist Emergency Coordinator with duties as assigned
- Contact Estee Lauder Global Security Command Center in Appendix A.,
- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

**Emergency Coordinator**
- When contacted by Security Team, report to the location of the spill and assess the situation.
- Instruct spill responders on proper mitigation techniques to control the spill and clean up as necessary.
- If the spill will affect normal business hours, contact the Estee Lauder Global Security Command Center in Appendix A., and inform them of the situation.
- Complete the “Spill Investigation Report” contained in Appendix C of this plan after the event is over and forward a signed copy to the Aveda EHS Director
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a signed report to the Aveda Security Director.
Employees/Students

- Contact Security and give them the following information:
  - Your name
  - The location of the spill
  - Injuries requiring medical attention
  - Nature of the spill - what was spilled, if known and how much.

A list of all spill response members is located in Appendix A of this plan. Material Safety Data Sheets (MSDS’s) for Aveda finished products are available via computer. Each department at Aveda is responsible for maintaining a current list of all other non-inventory MSDS’s for their areas.

**Spill Response During Normal Business Hours:**

**Non-Hazardous Spill**
The member(s) of the Spill Response Team arriving on the scene will coordinate the cleanup of the spill for non-hazardous substances in accordance with procedures for handling spilled material and conditions present.

As always, there is no substitution for good judgment. Small quantities of a non-hazardous material or product may be cleaned up without reporting in accordance with these procedures. If there is any doubt, please contact Environmental, Health and Safety Team or a member of the Spill Response Team.

**Civil Disturbances**
There are both minor and major disturbances to which a facility may be subjected; ranging from the acts of pranksters to mass armed aggression. Some of the more common causes of these disturbances are labor problems, racial tension, or public displeasure with company policy.

**Major Disturbances**
In the event of major disturbances in which groups threaten life and property, the following outlines responsibilities at the facility:

**Security**
- Inform local Law Enforcement in the 1st precinct there is a major civil disturbance at the facility and provide the following information:
  - Location of disturbance
  - How many people are involved
  - If known, what the disturbance is about
- Contact an Emergency Coordinator and inform him/her that there is a major civil disturbance including location of incident and how many people are involved.
- Contact Estee Lauder Global Security Command Center in Appendix A.
- Institute daily inspections to reduce the possibility of sabotage.
- Lock and patrol all points of egress.
• Escort employees to their cars as necessary.
• Assist emergency coordinator with crowd control if necessary
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Emergency Coordinator
• In the event of a major incident the Emergency Coordinator shall report to the location of the incident when the scene is safe to do so.
• When the scene is safe, contact V.P. of Human Resources, and Executive Director of Institute Development of the situation that there is a major civil disturbance at the facility.
• Secure all utilities and fire protection equipment.
• Repair any damage promptly, since un-repaired damage could invite further vandalism.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

Employees
• Contact security and inform them that there is a major civil disturbance at the facility.
• Lock up vital information.
• Secure work areas as you would for an extended holiday.
• Draw curtains on windows.
• Lock desks and doors.

Students
Contact a staff member and advise them of situation, including location.
Do not confront any person associated with the disturbance

Operations Team
• Secure all utilities and fire protection equipment.
• Repair any damage property, since un-repaired damage could invite further vandalism.

Minor Disturbances
In the event of such minor disturbances as rock throwing and other acts of localized vandalism, the following outlines responsibilities at the facility:

Security
• Contact an Emergency Coordinator and inform him/her that there is a minor civil disturbance including the location.
• Contact local law enforcement upon request of Emergency Coordinator.
• If needed, request additional patrols of the area from law enforcement.
• Encourage employees, students and neighbors to alert the security force promptly of any suspicious persons in the area
• advise Estee Lauder Global Security Command Center in Appendix A.,
Emergency Preparedness and Response Plan

- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

Emergency Coordinator
- In the event of a minor incident it may not be necessary for the Emergency Coordinator to go to the location of the incident. The decision to go to the scene will be left up to the Emergency Coordinator.
- When the scene is safe, advise Executive Director of Institute Development of the situation.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

Employees
- Contact Security and inform them that there is a civil disturbance at the facility.
- Inform Security of the location of the disturbance.

Students
- Contact a staff member and advise them of situation, including location.

Operations Team
- Repair any damaged property as soon as feasible, since non-repaired damage could invite further vandalism.

8.7 Emergency Evacuations
An emergency evacuation is one of the most critical life safety functions performed at any facility. Every employee has the responsibility to help watch over the facility and if an emergency evacuation is necessary, employees must respond appropriately by alerting others that an evacuation is necessary. Emergency evacuations may be initiated at the facility due to biological threats, bomb threats, chemical spills, fires, terrorism, utility emergencies, etc. When the fire alarm signal activates in the facility, all customers, employees, contractors, students, temporary employees and visitors are to evacuate the building in a rapid orderly manner, following designated evacuation routes and then report to the SOHO Square Park located at the intersection Spring St and 6th Ave. Attendance will be taken at the SOHO Park location by muster site leaders. The following outlines additional responsibilities at the facility:

**During Normal Business Hours:**

Security
- Call 911 and inform them that there has been an emergency evacuation of the facility and the nature of the evacuation.
- Provide a copy of the employee headcount report to an Emergency Coordinator upon request.(current headcount list is located in EPR book)
- Evacuate the facility and aid in directing emergency response personnel to the facility and affected areas.
Emergency Preparedness and Response Plan

- Assist Operations as needed, in evacuating the building of all employees, students and guests.
- Advise Estee Lauder Global Security Command Center in Appendix A.
- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

Emergency Coordinator
- When an emergency evacuation signal sounds within the facility, contact security via the radio.
- Obtain the employee headcount report from security and proceed to the designated check in location at SOHO Park. Give all Muster Site leaders a copy of the headcount report list.
- Verify attendance of all individuals at the muster sites from instructors and team leaders.
- Inform emergency response personnel of any missing employees, temporary employees, visitors, contractors, vendors or students that may still be located inside the building.
- When the scene is safe, advise Executive Director of Institute Development and inform them of the nature of the emergency evacuation along with any missing individuals that have not been accounted for at the designated muster site.
- When scene has been determined to be safe, inform all employees, students and guests to return to building.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

Employees
- When an emergency evacuation signal sounds within the facility, proceed to the nearest emergency exit and then report to the SOHO park muster site located at the intersection of Spring St and 6th Ave.
- Employees shall not use the elevator to evacuate the building under any circumstances.
- Remain at the muster site until given further instruction by the emergency coordinator.
- Assist any handicap individuals that may be visiting you that day.

Environmental Lifestyle Store
- When an emergency evacuation signal sounds within the facility, instruct all store occupants to evacuate via the nearest emergency exit and proceed to the SOHO park muster site located at the intersection of Spring St and 6th Ave.
- Once all store occupants have evacuated, all Aveda employees shall report to the muster site location at SOHO park located at the intersection of Spring St. and 6th Ave.

Instructors
- When an emergency evacuation signal sounds within the facility, instruct all students to exit the building via the nearest emergency exit and then proceed to the SOHO Park muster site located at the intersection of Spring St and 6th Ave.
- Once all students have arrived at the muster site, separate students into their respective classes at the park and take attendance of all students at the site.
- Once attendance has been taken, one instructor shall locate the Emergency Coordinator at the check-in location and inform the coordinator of any missing students.
• One instructor will remain at the check-in location to await further instructions from the Emergency Coordinator.
• Communicate additional information back to students as directed by the Emergency Coordinator.

**Operations Team Representative/Inventory specialist**
• When an emergency evacuation signal sounds within the facility, divide up and sweep through the building to ensure that all building occupants have evacuated from the building.
• Check the elevator and verify that no individuals are trapped inside.
• Assist any handicap individuals as necessary.
• Once the building sweep has been completed, evacuate from the building and remain near points of entry to the building to ensure that no unauthorized individuals attempt to enter the facility.
• Radio the Security Team once you have evacuated the building.

**Students**
• When an emergency evacuation signal sounds within the facility, ALL students will proceed to the nearest emergency exit and then proceed to the SOHO Park muster site located at the intersection of Spring St. and 6th Ave. Students shall congregate into each of their respective classes to aid instructors in taking attendance.
• Remain at the park with your class until given further instruction by your instructor.

**Visitors, Contractors/Vendors**
• When an emergency evacuation signal sounds within the facility, visitors, contractors and vendors will exit via the nearest emergency exit and then proceed to SOHO Park located at the intersection of Spring St and 6th Ave.
• Visitors, Contractors and vendors will not use the elevators to evacuate the building under any circumstances.
• Remain at the muster site until given further instruction by the Emergency Coordinator.

**8.8 Fires**
The facility is equipped with both smoke and heat detectors that are located throughout the building in order to protect occupants from potential fires. In addition, the facility fire sprinkler risers are also equipped with flow switches that monitor water flow through the fire sprinklers in the event that a fire sprinkler head is activated in the facility. All of these devices are connected directly to the main alarm panel for the facility. The panel is located in the 233 Spring St. building. Anyone actually seeing a fire is instructed to initiate an evacuation of the building, by pulling a pull station alarm.

Aveda Corporation employees are not required to perform any fire fighting activities. However, employees trained in fire extinguisher use may extinguish incipient stage fires at their own discretion. Fires larger than incipient stage (i.e., larger than the size of an office garbage can) are not fought. Locations of fire extinguishers are clearly demarcated throughout the facility. Aveda Corporation equips the facility with ABC type fire extinguishers.
In the event of an actual fire at the facility, the following outlines responsibilities that are implemented:

**During Normal Business Hours:**

**Security**
- Determine the nature of the fire alarm via the alarm code on the fire alarm panel.
- Initiate an evacuation of the building by pulling the nearest fire alarm pull station.
- Call 911 and inform emergency personnel that a fire alarm has been activated at the facility and the nature of the fire alarm. Give emergency personnel the location of fire and the exterior door that they should respond.
- Follow emergency evacuation procedures outlined in *Section 8.7* of this plan.
- Contact 911 with updates regarding the condition of the fire if additional information is relayed by the Facility Team.
- Advise Estee Lauder Global Security Command Center in Appendix A.,
- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

**Emergency Coordinator**
- Follow emergency evacuation procedures outlined in *Section 8.7* of this plan.
- Respond to the fire alarm panel and consult with the Security Team and Operations Team representative to determine the nature of the fire alarm.
- Do not touch, change or destroy anything at the scene until given direction from the fire department. **Remember, this could be an arson/crime scene.**
- When the scene is safe, advise Executive Director of Institute Development and an EHS team member listed in Appendix A. and inform them of the nature of the fire alarm.
- Complete the “EP&R Plan Activation Report” contained in *Appendix F* of this plan after the event is over and forward a report to the Aveda Security Director.

**Employees**
- Activate the fire alarm for the facility by pulling a Fire Alarm pull station.
- When the scene is safe, contact security and inform the officer of the nature of the emergency, giving location and severity.
- When a fire alarm signal sounds within the facility, proceed to the nearest emergency exit and then proceed to SOHO park muster site located at the intersection of Spring St and 6th Ave.

**Operations Team Representative**
- Follow emergency evacuation procedures outlined in *Section 8.7* of this plan.
- If given direction of emergency coordinator, respond to the scene of the fire.
- Do not touch, change or destroy anything at the scene until given direction from the fire department. **Remember, this could be an arson/crime scene.**
Aveda Corporation periodically places its fire alarm panel “On-Test” in order to perform regular testing of initiating devices, tamper alarms and flow switches to perform fire sprinkler modifications, welding and so forth. During this time period, initiating devices, flow switches, etc. may not activate a fire alarm signal in the facility. The following outlines responsibilities to be followed when an alarm signal is received via the fire alarm panel while the fire alarm panel is “On-Test”:

**Security Team**
- Determine the nature and location of the alarm via the alarm code on the fire alarm panel.
- Verify that the alarm is “On test”.
- If the alarm is not located in “On test” area, bring the fire alarm panel off of “on test” and initiate an emergency evacuation of the facility, by pulling a fire alarm signal device.
- If located in the test location, contact a member of Operations Team and request that they respond immediately to the location where the alarm signal is originating and ask them to determine if it is an “actual” alarm condition.
  - In the event that the fire alarm signal is indicating an “actual” emergency alarm (either called in by an employee/visitor or verified by a member of the Facility Team), bring the fire alarm panel off of “on test” and initiate an emergency evacuation of the facility.
  - Immediately call 911 and inform emergency personnel that a fire alarm has been activated at the facility and the nature of the fire alarm.
- Inform the Emergency Coordinator of the nature of the fire alarm when they respond to the fire panel location.
- advise Estee Lauder Global Security Command Center in Appendix A.,
- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

**Emergency Coordinator**
- If an emergency evacuation alarm signals in the facility, follow emergency evacuation procedures outlined in Section 8.7 of this plan.
- Respond to the fire alarm panel and consult with the Security Team and operations team to determine the nature of the fire alarm.
- When the scene is safe, advise Executive Director of Institute Development and an EHS team member listed in Appendix A and inform them of nature of the fire alarm.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

**Employees/students**
- Initiate an evacuation of the building by pulling the closest fire alarm pull station.
- If an emergency evacuation alarm signals in the facility, follow emergency evacuation procedures outlined in Section 8.7 of this plan.

**Operations Team Representative**
• When requested by the Security Team, respond to area where an emergency alarm signal was activated to investigate the alarm.
• Inform Security of the nature of the alarm signal and if it is an “actual” alarm condition.
• If an emergency evacuation alarm signals in the facility, follow emergency evacuation procedures outlined in Section 8.7 of this plan.

8.9 First Aid Incidents / Medical Emergencies
Aveda Corporation makes available basic first aid supplies to all employees working in the building via first aid kits located throughout the facility. Aveda Corporation employees are instructed to report all medical emergencies to security. When the medical emergency no longer exists, and the situation has been determined to be a work related injury, employees are required to report the incident to their Team Leader and Human Resources and to fill out an “Accident Investigation Report” with their Team Leader and submit the report to Human Resources. If the accident causes an employee to become injured, a phone call should be made to ‘Medcor” by the team lead along with the employee.

Medical Emergencies
Aveda Corporation employees are instructed to call the security desk to report any “medical emergency” that may occur at the facility. In the event of a medical emergency, the following outlines responsibilities:

Security
• In the event of a **Medical Emergency** *(See definitions in Section 2.0)*, immediately make an announcement over the facility public address system to inform Medical Responders of the emergency. The announcement should be made by stating **Attention / Medical Emergency / (Location)** repeated three times.
• Call **911** and inform emergency personnel that there is a “medical emergency” at the facility. Inform them of the nature of the medical emergency and the entrance of the building that emergency response personnel should respond.
• Contact an Emergency Coordinator and inform him/her that there is medical emergency and the location of the incident.
• Security Officers will respond to each medical emergency and will bring a first aid kit.
• Upon arrival at the scene, the Security Officers will aid the Emergency Coordinator as instructed.
• Advise Estee Lauder Global Security Command Center in Appendix A
• Complete an Incident report and forward to the Aveda Security Director.

Emergency Coordinator
• Respond to an incident as requested by security.
• Ensure that scene safety is established and maintained.
• Direct facility and Security Team personnel to appropriate locations to assist in directing EMS responders to the scene.
• Assist EMS personnel in responding to the incident.
• Remain at scene for duration of emergency.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

Employees/students
• In the event of a medical emergency, contact the security and report the incident to the security officer on duty. Inform the security officer of the nature and location of the injury.
• Stay at location of emergency until first responders have arrived, if trained; begin performing first aid/CPR as needed.
• For Employees, an Accident Investigation report, Report of work ability and First Report of Injury must be filled out and forwarded to Human Resources.
• If a client or student is involved, the responding Aveda employee must fill out an incident report describing the situation. The incident report must then be submitted to Human Resources.

Human Resources
• If the incident involves an Aveda employee:
• Contact the employee’s emergency contact listing.
• Contact the employees’ Team Leader and verify that an “Accident Investigation Report and Report of Work ability has been completed and forwarded to human resources.
• Complete a “First Report of Injury” form when an employee reports a work-related injury.
• Forward a copy of the Accident Investigation Report, Report of work ability and First Report of Injury form to the Environmental, Health and Safety Team for review.

Medical Responders
• When an announcement is made over the public address system, respond to the incident scene.
• Provide appropriate care to individual based on your training until more advanced care can be provided or until you are no longer able to perform medical response duties.

Operations Team Representative
• When an announcement is made over the public address system, contact security on the headset radio and assist security with emergency personnel responding to the facility.
• Aid the Emergency Coordinator as instructed.

Team Leaders
• In the event of a medical emergency, contact security and report the medical emergency.
• In the event of a “work-related” injury, immediately report the incident to Human Resources, and when feasible, have the Team Member contact Human Resources.
• Arrange for the transportation of the employee to NYP/Lower Manhattan Hospital by calling an ambulance, taxi, relative, friend or neighbor of the employee. Aveda does not encourage or authorize employees to transport injured employees. If they elect to accompany ill or injured personnel, and their Team Leader authorizes them to leave work, they must punch or swipe out.
• In the event of a “work-related” injury that does not require emergency medical attention; an appointment will be made at NYP/Lower Manhattan Hospital 170 William Street, New York,
NY 10038 (212)-312-5000. The employee shall then call human resources the next day to fill out a First Report of Injury with the Human Resources Team.

8.10 Severe Weather
Security officers on duty at the security desk monitor the National Weather Service via a weather alert radio at the security station. In the event of impending severe weather at the facility, the following outlines responsibilities at the facility:

Thunderstorm Watch – Weather conditions are right for severe storms to develop such as high winds, hail, heavy rain, lightening, tornadoes, etc.

Security Team
• Issue an e-mail announcement to employees. Appendix E outlines the appropriate announcement for a “Thunderstorm Watch”.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a signed report to the Aveda Security Director.
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Thunderstorm Warning – Severe weather has developed which may include high winds, hail, heavy rain, lightening, etc.

Security Team
• Immediately make a public announcement via the PA system to all employees, students and guests. Appendix E outlines the appropriate public announcement for a “Thunderstorm Warning”.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a signed report to the Aveda Security Director.
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Emergency Coordinator
• Contact security to verify weather conditions.

Employees
• Move away from windows and prepare to move to designated “Severe Weather Shelter Areas”.

The Following Outlines Additional Responsibilities After Severe Weather Has Passed the Facility:

In the event that the building is damaged and a decision has been made by senior management to not continue business operations for an extended period of time, the Incident management team outlined in the Business Continuity Plan will meet and discuss the options
given to them regarding the future of the business. This team will be contacted by the Aveda Security Director, via the emergency alert network.

Security Team
- Contact outside emergency response personnel as instructed by an Emergency Coordinator.
- Assist Emergency coordinator and operations team as needed.
- Advise Estee Lauder Global Security Command Center in Appendix A

Emergency Coordinator
- Instruct Security Team to contact outside emergency response personnel as needed
- Inform everyone when conditions are safe, to return to their normal activities
- Inform operations team members if any damage to the business has occurred.

Employees
- Remain in designated severe weather shelter areas until given further instructions.

Operations Team Representative
- Begin search and rescue operations through the facility, *if safe to do so*.
- Assess damage to the facility and report significant damage to the Emergency Coordinator.
- Contact the Executive Director of Institute Development and inform them of the damage and the vendors that will be contacted to come to the site and begin to repair the damage.
- Instruct Security team to contact outside vendors to repair damage as needed
- Start repairs to the facility when determined safe to begin:
  - Temporarily repair openings in the building or cover contents with tarpaulins.
  - Move carefully around downed power lines.
  - Do not let emergency crews smoke or use any heat-creating devices in case flammable liquids or gases have escaped.
  - If roofs are safe to stand on, clear debris from roof drains.

8.11 Transportation Emergencies
The facility is located in a location that at times can have extensive traffic. If a transportation emergency happens, the following outlines the responsibilities of the building employees and management.

Security Team
- When an accident occurs near the premises, the security officer on duty will contact an Emergency Coordinator promptly to initiate any immediate action that may be needed before these authorities are able to respond.
- Advise Estee Lauder Global Security Command Center in Appendix A
- Contact outside emergency response personnel as instructed by an Emergency Coordinator.
  - Complete an incident report detailing all events.
  - Forward incident report to the Aveda Security Director

Emergency Coordinator
Emergency Preparedness and Response Plan

- Decisions to shelter in place or evacuate the facility will be made in conjunction with emergency response personnel.
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a signed report to the Aveda Security Director.

8.12 Utility Emergencies
Loss of utility services to the facility may create many problems. In addition to exposing employees and equipment to the hazards of a crash shutdown, this situation can also affect protection equipment such as alarms.

8.12.1 Computer, Phone, Public Address and Voicemail System Failures
To minimize the effect of a computer, phone, public address or voicemail system failure at the facility, the following responsibilities are implemented:

**During Normal Business Hours:**

**Security Team**
- Contact an Emergency Coordinator and inform him/her of the system failure.
- Assist Emergency Coordinator with additional duties as assigned.
- Advise Estee Lauder Global Security Command Center in Appendix A
- Complete an incident report detailing all events.
- Forward incident report to the Aveda Security Director

**Emergency Coordinator**
- If contacted by the Security Team, contact the MIS Help desk, listed in Appendix A and determine the nature of the failure and its anticipated duration.
- Issue an e-mail if possible, letting employees know about the system failure and the anticipated duration. Follow the outline contained in Appendix E contained in this plan
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

**Operations Team Representative**
- If contacted by the MIS Team, assist them in resolving the failure to the system.

**After Normal Business Hours:**

**Security Team**
- Contact the MIS Help desk as outlined in Appendix A for the type of failure and inform them that the system has failed.
- Contact the Operations Team Member “On-Call” and let them know about the system failure.
- Advise Estee Lauder Global Security Command Center in Appendix A
- Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director
- Complete an incident report detailing all events.
Emergency Preparedness and Response Plan

• Forward incident report to the Aveda Security Director

Emergency Coordinator
• When the scene is safe, advise Executive Director of Institute Development and inform them of the phone outage and the anticipated duration before service is restored only if the failure will affect normal business hours for the facility.

Operations Team Representative
• Respond to the facility if contacted by the Security Team and assist MIS in resolving the failure.

8.12.2 Electrical Failure
In the event of a power failure at the facility, the emergency lights should turn on. To minimize the effect of the electrical failure, the following responsibilities are also implemented at the facility:

<table>
<thead>
<tr>
<th>During Normal Business Hours:</th>
</tr>
</thead>
</table>

Security
• Increase guard patrols of the facility for security and fire surveillance.
• Make a public announcement to employees regarding the electrical failure when directed by an Emergency Coordinator or Operations Team Member. An initial announcement should be made within ten (10) minutes of the outage and again thereafter once additional information is available regarding the extent of the outage. Appendix F outlines the appropriate public announcement for an “Electrical Failure.”
• Contact the MIS Help desk as outlined in Appendix A and inform them that there has been an electrical failure at the facility.
• Advise Estee Lauder Global Security Command Center in Appendix A
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Emergency Coordinator
• Consult with the Operations Team and determine the magnitude of the outage and its anticipated duration.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.

Employees
• Remain in general office areas until given further instructions.

Operations Team Representative
• Inform the Emergency Coordinator of the electrical failure, the source of the problem and anticipated down time.
• If the electrical failure is for the surrounding area of the facility, contacts Stellar Management located in Appendix A and determine the source of the problem.
• If electrical failure is internal, determine that all "critical" equipment and systems, protective signaling systems, fire pumps, and key process equipment receive priority treatment when planning restoration.
• Make sure that the problem or affected circuits are properly isolated and that repairs are underway, including a test for correct phase relationship, before they are restored to service.
• Have the power load reduced to a minimum before power is restored. Also be certain that large motors are isolated to prevent damage due to possible under-voltage starting.
• Close doors and otherwise reduce load on refrigeration systems.
• Once power has been restored to the building/affected area, ensure that all emergency transfer devices have returned to normal operating position and that all essential equipment has returned to normal operation utilizing the “Facility Checklist.”

After Normal Business Hours:

Security
• Contact Stellar Management, located in Appendix A and inform them that there is a power outage at the facility.
• Contact an Operations Team Member and inform them that there is/was a power outage at the facility and its extent.
• Contact MIS Help Desk Team as outlined in Appendix A and inform them that there has been an electrical failure at the facility.
• Make a public announcement to potential occupants in the building regarding the electrical failure. An initial announcement should be made within ten (10) minutes of the outage and again thereafter once additional information is available regarding the extent of the outage. Appendix F outlines the appropriate public announcement for an “Electrical Failure.”
• Increase guard patrols of the facility for security and fire surveillance.
• When power has been fully restored to the facility, contact the Operations Team Member “On-Call” and inform them that electrical power has been restored to the facility.
• Contact an Emergency Coordinator if instructed to do so by the Operations Team Member and inform him/her of the power outage, the source of the problem and the anticipated duration of the outage.
• Advise Estee Lauder Global Security Command Center in Appendix A and inform them of the incident and if the outage will effect business hours.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Emergency Coordinator
• If contacted by the Security Team, consult with the Operations Team and determine the magnitude of the outage and its anticipated duration.

After hours Power Outages that will effect Normal Business Hours:
Operations Team Representative

- If the power outage is going to effect normal business hours for the facility, immediately contact Stellar Management as outlined in **Appendix A** and determine the source of the problem and the expected duration of the power outage.
- Instruct the Security Team to contact an Emergency Coordinator and inform him/her of the power outage, the source of the problem and anticipated duration.
- Respond to the facility.
- If electrical failure is internal, determine that all "critical" equipment and systems, protective signaling systems, fire pumps, and key process equipment receive priority treatment when planning restoration.
- Make sure that the problem or affected circuits are properly isolated and that repairs are underway, including a test for correct phase relationship, before they are restored to service.
- Have the power load reduced to a minimum before power is restored. Also be certain that large motors are isolated to prevent damage due to possible under-voltage starting.
- Once power has been restored to the building/affected area, ensure that all emergency transfer devices have returned to normal operating position and that all essential equipment has returned to normal operation utilizing the “Facility Checklist.”

<table>
<thead>
<tr>
<th>Power Outages that will not effect Normal Business Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Make sure that the problem or affected circuits are properly isolated and that repairs are underway, including a test for correct phase relationship, before they are restored to service.</td>
</tr>
<tr>
<td>• Have the power load reduced to a minimum before power is restored. Also be certain that large motors are isolated to prevent damage due to possible under-voltage starting.</td>
</tr>
<tr>
<td>• Once power has been restored to the building/affected area, ensure that all emergency transfer devices have returned to normal operating position and that all essential equipment has returned to normal operation utilizing the “Facility Checklist.”</td>
</tr>
</tbody>
</table>

**8.12.3 Natural Gas Line Break/Failure**
In the event of a natural gas line break or natural gas line failure at the facility, the following outlines responsibilities that are implemented:

<table>
<thead>
<tr>
<th>During Normal Business Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Security</strong></td>
</tr>
<tr>
<td>• Call <strong>911</strong> and inform emergency personnel that there is a natural gas line break at the facility.</td>
</tr>
<tr>
<td>• Contact an Emergency Coordinator and inform him/her of the natural gas line break/failure.</td>
</tr>
<tr>
<td>• If break is inside the facility, follow emergency evacuation procedures outlined in <strong>Section 8.7</strong> of this plan.</td>
</tr>
<tr>
<td>• Advise Estee Lauder Global Security Command Center in <strong>Appendix A</strong></td>
</tr>
<tr>
<td>• Complete an incident report detailing all events.</td>
</tr>
<tr>
<td>• Forward incident report to the Aveda Security Director</td>
</tr>
</tbody>
</table>

**Emergency Coordinator**

- Contact the Operations Team and determine the cause of the break.
• Assist Operations team as needed.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Team.

Employees/Students
• If an emergency evacuation signal sounds within the facility, proceed to the nearest emergency exit and to the nearest emergency exit and then proceed to SOHO park muster site located at the intersection of Spring St and 6th Ave.

Operations Team
• Initiate an emergency evacuation of the facility by pulling a manual fire alarm station by any exit in the building.
• Contact the Security Team and inform them that there is a natural gas line break or failure in the facility and have them call 911 and report if there is a break
• Proceed to the incoming natural gas meter and shut off the gas supply to the facility.
• Contact Stellar Management listed in Appendix A and inform them that there is a natural gas line break or failure in the facility.
• Determine the source of the break or failure and initiate repairs, if possible.
• Once repairs have been completed, verify that all essential equipment is functioning properly.

After Normal Business Hours:

Security
• Initiate an emergency evacuation of the facility if a break is discovered.
• Call 911 and inform emergency personnel that there is a natural gas line break at the facility.
• Contact Stellar Management, listed in Appendix A and inform them that there is a natural gas line break or failure in the facility.
• Contact the Operations Team Member “On-Call” and inform him/her that there is a natural gas line break or failure at the facility and instruct them to respond to the facility.
• Contact an Emergency Coordinator if instructed to do so by the Operations Team Member “On-Call” and inform them of the natural gas break at the facility.
• Contact the Estee Lauder Global Command Center.
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Emergency Coordinator
• If contacted by the Security Team, consult with the Operations Team and determine the cause of the break or failure and the expected duration before it is restored.
• When the scene is safe, advise Executive Director of Institute Development and inform them of the break or failure.
Operations Team Representative
- Respond to the facility and determine the magnitude of the break or failure and its expected affects on the facility.
- Initiate repairs to the break or failure.
- Once repairs have been completed, verify that all essential equipment is functioning properly.
- Instruct the Security Team to contact an Emergency Coordinator only if the natural gas line break will affect normal business hours.

7.11.5 Water Service Disruption
Planned or emergency interruption of a public water distribution system often results in the loss of both fire protection and service water. To minimize the effect, the following responsibilities are implemented at the facility:

<table>
<thead>
<tr>
<th>During Normal Business Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
</tr>
<tr>
<td>- Contact operations and inform them of the water service failure.</td>
</tr>
<tr>
<td>- Contact emergency coordinator and inform them of the water service failure.</td>
</tr>
<tr>
<td>- Increase guard patrols of the facility for security and fire surveillance.</td>
</tr>
<tr>
<td>- Notify the fire department that there is a water service failure for the facility.</td>
</tr>
<tr>
<td>- Advise Estee Lauder Global Security Command Center in Appendix A.</td>
</tr>
<tr>
<td>- Complete an incident report detailing all events.</td>
</tr>
<tr>
<td>- Forward incident report to the Aveda Security Director</td>
</tr>
<tr>
<td>Emergency Coordinator</td>
</tr>
<tr>
<td>- Consult with the Operations Team and determine the duration of the disruption.</td>
</tr>
<tr>
<td>- Complete the “EP&amp;R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.</td>
</tr>
<tr>
<td>Operations Team Representative</td>
</tr>
<tr>
<td>- Discuss the duration of the shutdown with City of New York officials from the water department. Determine what is being done and what the facility can do to expedite repairs.</td>
</tr>
<tr>
<td>- Contact an Emergency Coordinator and inform him/her of the water service disruption.</td>
</tr>
<tr>
<td>- Verify sufficient boiler feed water or arrange boiler load reduction or shutdown. If there is danger of freezing, take prompt action to obtain another source of properly treated water.</td>
</tr>
<tr>
<td>- Develop a priority list for water usage if it becomes necessary to conserve marginal supplies.</td>
</tr>
<tr>
<td>- Defer normal sprinkler system maintenance until the water supply is restored.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>After Normal Business Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
</tr>
<tr>
<td>- Contact Stellar Management and inform them of the water utility emergency and inform them that water service for the building has been disrupted.</td>
</tr>
</tbody>
</table>
• Contact the Operations Team Member “On-Call” and inform him/her that the water service for the facility has been disrupted.
• Notify the fire department that there is a water service failure for the facility.
• Contact an Emergency Coordinator and inform him/her of the water disruption and the anticipated duration before service is restored.
• Increase guard patrols of the facility for security and fire surveillance.
• Advise Estee Lauder Global Security Command Center in Appendix A. of the situation
• Complete the “EP&R Plan Activation Report” contained in Appendix F of this plan after the event is over and forward a report to the Aveda Security Director.
• Complete an incident report detailing all events.
• Forward incident report to the Aveda Security Director

Emergency Coordinator
• If contacted by the Security Team, consult with the Operations Team and determine the nature and duration of the disruption.
• Inform them of the disruption and the anticipated duration before service is restored only if the disruption will affect normal business hours.

Operations Team Representative
• Respond to the facility when contacted by the Security Team.
• Discuss the duration of the shutdown with officials of the City of New York water department. Determine what is being done and what the facility can do to expedite repairs.
• Instruct the Security Team to contact an Emergency Coordinator.
• Defer normal sprinkler system maintenance until the water supply is restored.

9.0 PREPARATION AND PREVENTION
The facility routinely prepares for and attempts to prevent the occurrence of potential man-made emergencies through the implementation of its Pollution Prevention and Resource Conservation, Environmental Protection, Employee Protection, Equipment Safety, Operation Safety and Hazardous Materials Transportation standards along with the associated training, Awareness and Competence standards that support these programs at the facility.

10.0 EMERGENCY PREPAREDNESS AND RESPONSE PLAN TESTING
The facility tests the EP&R plan at a minimum semi-annually if it was not activated during the year.

11.0 EMERGENCY PREPAREDNESS AND RESPONSE PLAN REVIEW
The EP&R is reviewed on an annual basis and revised if necessary.
APPENDIX A – PRE-EMERGENCY PLANNING PHONE NUMBERS

In the event of an emergency requiring assistance from or notification of outside organizations, contact will be made with the following as applicable:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulance</td>
<td>911 / (212) 312-5000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of New York</td>
<td>(212) 334-0611</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>911 / (212) 334-0611</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police</td>
<td>911 / (212) 334-0611</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Command Center</td>
<td>(212) 572-4499</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poison Control – National Help</td>
<td>1-800-222-1222</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

|                |                |                |                |
| **CHEMICAL SPILL RESPONSE** |                |                |                |
| Ambulance      | 911 / (212) 312-5000 |

|                |                |                |                |
| **UTILITY EMERGENCY** |                |                |                |
| Operations Team | (212) 367 0349 |                |                |
| Stellar Management | 1-646-666-0431 |                |                |
| Water (City of New York) | 1-212-334-0611 |                |                |
| Sewer (City of New York) | 1-212-334-0611 |                |                |

|                |                |                |                |
| **SUPPORT TEAM** |                |                |                |

**EMERGENCY COORDINATORS**

<table>
<thead>
<tr>
<th><strong>NAME</strong></th>
<th><strong>WORK</strong></th>
<th><strong>HOME</strong></th>
<th><strong>PAGER</strong></th>
<th><strong>CELLULAR</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lynn Oderwald</td>
<td>212-367-0341</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anna Sue- Choi</td>
<td>212-367-0336</td>
<td>----</td>
<td>----</td>
<td></td>
</tr>
</tbody>
</table>

**ENVIRONMENTAL, HEALTH AND SAFETY**

<table>
<thead>
<tr>
<th><strong>NAME</strong></th>
<th><strong>WORK</strong></th>
<th><strong>HOME</strong></th>
<th><strong>PAGER</strong></th>
<th><strong>CELLULAR</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Jenny Verrine</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Drena Howard</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
</tbody>
</table>

**FINANCE**

<table>
<thead>
<tr>
<th><strong>NAME</strong></th>
<th><strong>WORK</strong></th>
<th><strong>HOME</strong></th>
<th><strong>PAGER</strong></th>
<th><strong>CELLULAR</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Carolyn Wrench</td>
<td>(763) 951-4009</td>
<td>(763) 441-3958</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## HUMAN RESOURCES

<table>
<thead>
<tr>
<th>NAME</th>
<th>WORK</th>
<th>HOME</th>
<th>PAGER</th>
<th>CELLULAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristin Miller</td>
<td>(763) 951-6820</td>
<td>(651) 604-0856</td>
<td>----</td>
<td>(612) 408-4138</td>
</tr>
<tr>
<td>Jill Jackson</td>
<td>(763) 951-6916</td>
<td></td>
<td></td>
<td>(612) 889-3295</td>
</tr>
</tbody>
</table>

## MIS TEAM (Emergencies Affecting Computer, phone and voicemail)

<table>
<thead>
<tr>
<th>NAME</th>
<th>WORK</th>
<th>HOME</th>
<th>CELLULAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL Help Desk</td>
<td>1-866-237-6380</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claudio Moya</td>
<td>(631)-531-1443</td>
<td></td>
<td>(917) 838-9260</td>
</tr>
<tr>
<td>Tony Merolle</td>
<td>(631) 531-1738</td>
<td>(631) 474-1807</td>
<td>(631) 889-2459</td>
</tr>
</tbody>
</table>

## SECURITY

<table>
<thead>
<tr>
<th>NAME</th>
<th>WORK</th>
<th>HOME</th>
<th>PAGER</th>
<th>CELLULAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jason Schulz</td>
<td>(763) 951-6806</td>
<td></td>
<td>----</td>
<td>(763) 234-7448</td>
</tr>
</tbody>
</table>
# APPENDIX B – BOMB THREAT REPORT

- Stay as calm as possible
- Keep the caller talking as long as possible
- Do not transfer the call or put the caller on hold
- Express your concern for potential loss of life
- Listen attentively and speak politely – avoid interrupting
- Turn off all hand-held radios or cell phones

Contact the Security Team at x1234 as soon as possible and inform them that a bomb threat has been received. Do not inform any other individuals that a threat was received.

Name of person receiving call: ____________________________ Time: _____________ Date: ______________

Exact message received:

---

### Questions to Ask:

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

### Caller’s Identity:

- Male  
- Female  
- Adult  
- Juvenile  
- Approximate Age: ____________

### Origin of Call:

- Local  
- Long Distance  
- Booth  
- Internal

### Vocal Characteristics:

- Loud  
- Soft  
- High Pitch  
- Deep  
- Raspy  
- Pleasant  
- Intoxicated  
- Other

### Speech:

- Fast  
- Distorted  
- Distinct  
- Nasal  
- Stutter  
- Lisp  
- Slurred  
- Slow  
- Other

### Manner:

- Calm  
- Angry  
- Rational  
- Irrational  
- Coherent  
- Incoherent  
- Emotional  
- Office  
- Righteous  
- Laughing  
- Machine

### Language:

- Excellent  
- Good  
- Fair  
- Poor  
- Foul  
- Other: ____________

### Accent:

- Local  
- Regional  
- Foreign  
- Not Local  
- Other: ____________

### Background Noises:

- Trains  
- Party  
- Animals  
- Music  
- Quiet  
- Voices  
- Street  
- Machines  
- Other: ____________
APPENDIX C – SPILL INVESTIGATION REPORT

DATE: ____________________  TIME: ____________________

MATERIAL #: ____________________  DESCRIPTION: ____________________

LOCATION: ____________________  QUANTITY: ____________________

REPORTED BY: ____________________  INJURIES: ____________________

CAUSE OF SPILL:

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________
**APPENDIX D - DIRECTIONS TO HOSPITAL**

Aveda employees do not transport ill or injured personnel in their own car or a company vehicle. If an emergency exists, an ambulance is called to transport the person. If an employee is unable to drive and needs to be transported, a taxicab will be called for the employee.

If the “work-related” injury occurs during and after clinic hours, the employee should go to:

**NYP/Lower Manhattan Hospital**
170 William St.
New York, NY 10038
212-312-5000

**APPENDIX E – PUBLIC ANNOUNCEMENTS**

The Security Team shall issue the following public announcements via the PA system as outlined in the EP&R Plan.

**BOMB THREATS**

“May I please have your attention, if you currently have a hand-held radio or cell phone, please turn it off immediately? Thank you.”

**ARMED AGRESSION / VIOLENT INTRUDERS**

“Atention Aveda Employees, Security Alert, (Location)”

**SEVERE WEATHER**

Thunderstorm / Tornado Watches: *(EMAIL ANNOUNCEMENT ONLY)*

“Atention Aveda Employees, the National Weather Service has issued a Thunderstorm (or Tornado) Watch for the Aveda Institute New York facility. At this time, it is only a watch. Updated information will be announced, as it becomes available. Thank you.”

Thunderstorm Warning: *(EMAIL ANNOUNCEMENT ONLY)*

“Atention Aveda Employees, the National Weather Service has issued a “Thunderstorm Warning” for the Aveda Institute New York facility. Please be prepared to move to designated severe weather shelter areas if instructed. Thank you.”
Tornado Warning:

“May I please have your attention, the National Weather Service has issued a “**Tornado Warning**” for the Aveda Institute New York facility. Please proceed to designated severe weather shelter areas immediately!” (Repeat)

**UTILITY EMERGENCIES**

Electrical Failure

“May I please have your attention, an electrical failure has occurred in the area which is affecting the facility. Please remain in general office areas or other safe locations as directed by your Team Leader. Additional information on the outage will be communicated as it becomes available. Thank you.”

Phone Failure

“May I please have your attention, a phone failure has occurred in the facility. Service is anticipated to be restored in approximately ____ (minute/hours). Additional information on the outage will be communicated, as it becomes available. Thank you.”
APPENDIX F – EP&R PLAN ACTIVATION REPORT

DATE: ___________________ TIME (AM/PM): ___________________

REPORTED BY: _______________ INJURIES (YES/NO): _______________

EMERGENCY DESCRIPTION:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

ACTIONS TAKEN TO DEAL WITH EMERGENCY:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

CORRECTIVE ACTIONS RESULTING FROM EMERGENCY:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Security Officer (Print)  Signature  Date

Emergency Coordinator (Print)  Signature  Date

EHS (Print)  Signature  Date

Forward completed copies with signatures to the Environmental, Health and Safety Team.
Emergency Routes
emergency evacuation
exit plan

primary exit path

secondary exit path

you are here indicator
emergency evacuation exit plan

primary exit path

secondary exit path

you are here indicator
emergency evacuation
exit plan

primary exit path

secondary exit path

you are here indicator
emergency evacuation
exit plan

primary exit path

secondary exit path

you are here indicator

cosmo clinic

Cosmo Clinic

Retail

Esthiology

Spa

Esthiology

Mini Spa

Cosmetology

Alpha classroom

Estiology

Beta classroom

Estiology

Intro classroom

Estiology

Spa

Cosmetology

Alpha classroom

Estiology

Intro classroom

Estiology

Mini Spa

Cosmo Clinic

Retail
emergency evacuation
exit plan

primary exit path

secondary exit path

you are here indicator