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Emergency Management Exercise

St. Petersburg

- Transamerica Life & Protection is the largest U.S. division and has offices in Atlanta, Baltimore, Bedford, Cedar Rapids, Duluth, Exton, Los Angeles, Markham (Can), Plano and St. Petersburg
- The Business Resiliency Team has 6 staff who oversee the 10 sites

- Each year we build on the plans from the previous year
- Initial focus – Hurricane preparedness
 - Developed departmental plans
 - Developed a “campus plan”
 - Created the Incident Management Team to work within the Incident Command System
 - Leased office space for our Emergency Operations Center and have supplies, communications, etc.
 - EOC administrative staff

- Annual testing of the Incident Management Team at the EOC
 - Several exercises focused on hurricanes
 - Tornado exercise
 - Pandemic exercise

- Assumed emergency response took care of itself



Los Angeles – a paradigm shift.

- Focus on emergency response.
 - Employee safety
 - CERT
 - First Aid
 - CPR



New Focus for St. Pete

- Train floor marshals on CERT
- Get buy in from IMT for exercise in crisis management
- Create exercise

Objectives

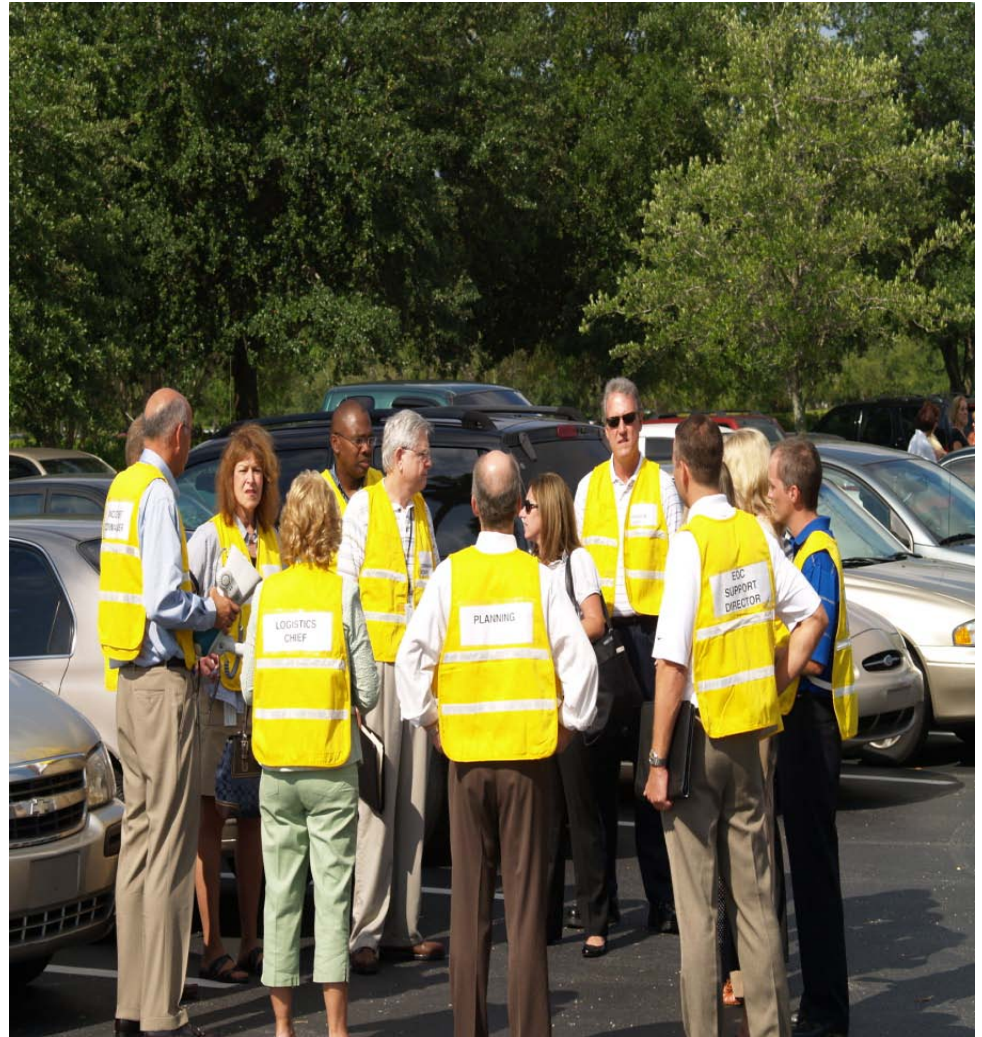
- Practice all employee safety procedures.
- Test all of the facility's life safety equipment.
- Practice floor marshal CERT procedures.
- Evaluate IMT activation process and decision making during the initial containment phase of a disaster.
- Evaluate BCP assumptions and initial steps during an emergency.
- Identify gaps in response procedures and mitigation strategies.

- Contacted St. Petersburg Fire Department to see if they had interest in participating in an exercise
- Developed scenario
- Scenario which grew in scope
- Met with the FD public information officer

- A no name storm produced a tornado that hit the East side of the building
- At the same time it sparked an electrical fire
- Employees were forced to evacuate
- Significant damage to the building
- At least 20 injured.



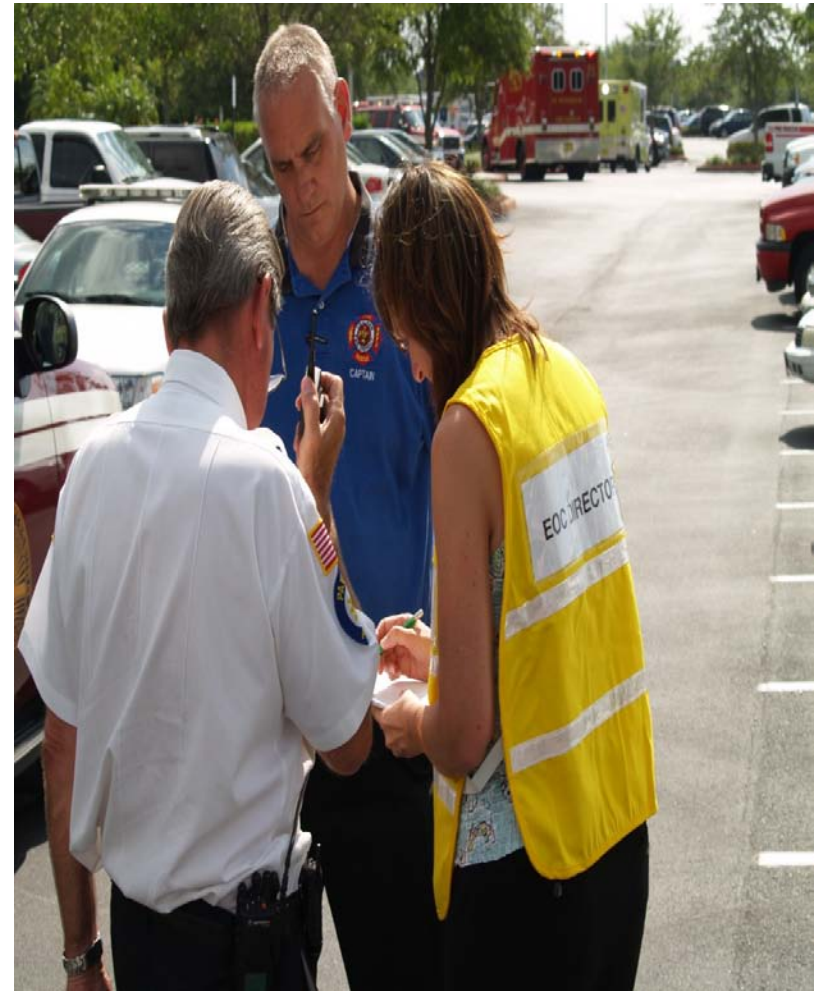
- Incident Management Team met at Pole 5.



- The Operations Chief was in the building working with the fire department.



EOC Director was with the fire department's Incident Command.



Floor Marshals were responsible for search and rescue, triage, and first aid.



EOC Support Staff

- EOC support staff was assigned to each pole, providing instructions and crowd control.



- Business Recovery Team
 - BCP Coordinators responsible for activating their department plan.

- Employees
 - Employees evacuated the building and relocated to assigned poles depending on where they were in the building at the time of the exercise.
 - Managers were to begin working their BCPs.



- St. Petersburg FD
- Largo FD
- Pinellas Park FD
- Lealman FD
 - Oversee the floor marshals





Employee Safety Procedures

- Most employees evacuated according to the plan.
- Some employees experienced difficulty walking down the stairs. This was not only a problem for those employees, but also reduced the speed with which other employees could exit the building.
- Since the East side of the building was damaged and the West side in flames, what would be the “real” evacuation plan?
- Some employees didn’t know who the floor marshal was for their area.
- There are employees with special needs that cannot be in the sun or stand for long periods of time.

Life Safety Procedures

- It was difficult to ensure that all employees were accounted for since not everyone went to their assigned poles. Pole assignments are based on where you are in the building at the time of the incident...not where you sit.
- We didn't know who was in the office, on vacation, traveling, etc.
- In a real event, many employees will leave.
- When looking for people, the fire department indicated the color zone was too wide an area for them to search since it covers all floors.
- Traffic in and around the parking lot will be problematic with onlookers and employees trying to leave.

Facility's Life Safety Equipment

- The lobby doors of the building remained locked when they should have automatically unlocked.

Practice Floor Marshal CERT Procedures

- In general, the floor marshals found the injured employees and were able to perform the new CERT duties. A few floor marshals forgot to sweep the floors and left the “injured” behind.
- Coordination and communication between the floor marshals were difficult.
- We need to review the process of the floor marshal duties from clearing the floor to performing CERT duties.

Practice Coordination with External Agencies

- We need to work on how/what communications are between the IMT and Incident Command.
- We need to understand the role of the liaison between the IMT and Incident Command. We need to identify their back-up.

Evaluate IMT Activation Process and Decision Making

- Communications became an issue.
 - Cell phones did not work well in the parking lot.
 - Communication with the managers across the park was difficult. The bullhorn did not work well.
- Made decision to declare based on information received from Incident Command.
- We need a better understanding of the process to declare with Rentsys and Duluth (warm site)
- Look at how to assign 1st and 2nd BCP recovery team responders for Duluth & Trailers.

Identify gaps in response procedures and mitigation strategies

- Obtain two-way radios for floor marshals. These radios can be handed off to the pole leaders and IMT.
- Explore the feasibility of a PA system for the parking lot.
- Designate pole leaders.
- Have a box/container for critical information, radio, etc.
- Consider the means by which we can assist and provide for our special needs employees
- Set up a bridge number for managers to call.

Identify gaps in response procedures and mitigation strategies (con't)

- Conduct a desktop exercise with IMT to walk through the declaration process for Rentsys and Duluth.
- Establish guidelines for employees and their responsibilities.
 - Employees need to “check in” before they leave the premises.
- Conduct floor marshal awareness, i.e., who they are, their role and authority during an emergency.
- Look at the evacuation routes and have alternate paths.

Identify gaps in response procedures and mitigation strategies (con't)

- Have signs to identify floor marshals similar to first aid signs.
- Review agreement with PSCU that will allow Aegon employees to use their facilities.
- Look into building door locks to prevent from locking when alarm turned off.
- Continue networking with fire department and other external agencies

Questions?