



BUSINESS ALL-HAZARD PREPAREDNESS GUIDE





The Emergency Management Unit of the Broomfield Police Department, in conjunction with the Broomfield Local Emergency Planning Committee (LEPC) and North Metro Fire Rescue, created the *Business All-Hazard Emergency Preparedness Guide*.

The Broomfield LEPC is a local partnership organization with goals to make Broomfield a resilient, disaster resistive, and safe community. The LEPC is comprised of businesses, community members, regulatory agencies, and first responders. Their primary responsibility is to enact the Emergency Planning and Community Right-to-Know Act (EPCRA). EPCRA is an Environmental Protection Agency (EPA) law that allows the LEPC to obtain the specific inventories of hazardous chemicals in businesses. The LEPC utilizes this information to ensure regulatory compliance and to assist businesses to mitigate potential hazards.

Broomfield LEPC meetings are held on the third Wednesday of every month and are open to the public. Locations change from month to month and are posted in the public meeting posting area located in the foyer at the Broomfield City and County Building at 1 DesCombes Drive. For additional information about the LEPC, contact the Emergency Management Coordinator at 720-887-2079.

The Broomfield LEPC consists of the following entities:

- Hunter Douglas Window Fashions
- City and County of Broomfield Police—Emergency Management Unit
- City and County of Broomfield Health and Human Services
- City and County of Broomfield Public Works Department—Street Operations, and Storm Water
- Ball Aerospace Corporation
- Environmental Protection Agency
- North Metro Fire Rescue
- Sirenza Microdevices
- American Red Cross
- Colorado Department of Public Health and Environment
- Ellis Construction
- BLEE Lightweight Technologies

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Why do you need an All-Hazard Emergency Plan?

The purpose of this guide is to assist all businesses within the City and County of Broomfield in preparing an All-Hazard Emergency Plan specific to your own business establishment. In every business environment, some type of emergency is going to occur. These emergencies may cause death or injury to employees, disrupt operations, or even force companies to temporarily or permanently shutdown. They encompass everything from “Tornadoes to Terrorists” and could cost you anything from a lost hour of operation to the ultimate closure of your business.

Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), Small Business Administration (SBA) and local officials recommend planning for emergencies. It is estimated that 25% of small businesses never reopen their doors following a disaster. People depend on your businesses for socio-economic stability, and the community as a whole depends on the private sector for sustainability. Identifying and planning for a variety of potential hazards can lessen the impact and may be the key to the overall success of your business. Being prepared for a variety of potential hazards in Broomfield can minimize damaging effects to your business.

What is the Business All-Hazard Preparedness Guide?

The *Business All-Hazard Preparedness Guide* will walk you through the process of developing formal emergency plans recommended by local officials. The type, size, and complexity of your business will determine the intricacy of your plan. Although the task of creating your plans may seem daunting at first, this guide provides information on how to develop your plan. It also provides recommendations by local first responders and industry peers in developing a customized plan which meets your business’ needs and fits into the response plans of local first responders.

The guide will help you identify risks unique to your business, minimize those risks, assist you with how to respond and keep your business up and running. By acting on the recommendations provided in this guide, you will be preparing yourself, your business, and your community, by allowing for the safe, efficient return to services. Predetermined plans will allow for minimizing the impact of disruption, maximizing resources available to resume normal operations, getting employees back to work in the shortest time possible, recovering technical systems, and relocating your business’ base of operations, if necessary.

The first section of the guide provides *Preparedness Essentials*. The information contained in this section have been identified as items necessary for every business and pertain to multi-hazards within our community. Once you have completed the *Preparedness Essentials* we hope that you will proceed to the next step that will help to you to prepare a comprehensive thorough plan.

The next section of the guide is the *Risk Assessment*. It will lead you through the process of conducting a risk assessment, which allows you to prioritize the hazards that will most affect you. Once the risk assessment has been completed, and the hazards that could affect your business have been identified, you will proceed to the *Hazard Specific Plans* section of the guide. This last section provides specific information that will help you complete your plans.

PREPAREDNESS ESSENTIALS

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PREPAREDNESS ESSENTIALS—INTRODUCTION

Preparedness Essentials are the identified activities that Broomfield Emergency Management considers to be the bare necessities for comprehensive planning. These activities have been identified for every business and pertain to multi-hazards within our community. The topics covered in this section are necessary for planning and implementing an emergency plan for “All-Hazards” within our community. The *Preparedness Essentials* for creating your own comprehensive plan include: Lines of Succession, Delegation of Authority, Needs for Alternate Facilities, Resource Needs, Mission Critical Functions, Emergency Contacts, Vital Records, Insurance, Emergency Notification, , Evacuation, Shelter-in-Place. A basic understanding of 9-1-1, Early Warning / Information, and Fire Protection Systems are also an integral part of completing your plan. Every business and plan is different; customize your plan to meet your needs. The guidelines herein are simply suggestions to assist you through the planning process and to spark ideas. The format is entirely up to you.

You should also keep in mind that there are codes that have been adopted by the City and County of Broomfield. These required codes provide standards for governing the businesses of all sizes. Specific information on applicable codes can be obtained from the Building Department at 303-438-6370. Codes include but are not limited to:

- International Fire Code
- National Electric Code
- International Building Code
- International Mechanical Code
- International Plumbing Code
- International Fuel / Gas Code
- International Code Council

COMPREHENSIVE EMERGENCY PLANNING - THE BASICS

In almost every business, environmental incidents and disasters are going to occur. These incidents may force companies to shutdown operations. Whether this shutdown is for minutes, hours, days, or weeks, it is important to prepare for the unexpected and have increased resiliency. A comprehensive emergency plan must be developed to help minimize the impact on your business.

Comprehensive emergency planning is a critical thinking process for pre-planning actions to protect human capital and infrastructure, maximizing resources available to resume normal operations, and making a swift recovery possible. The loss of operations, personnel, or infrastructure can be the direct result of a disaster, or your business may be adversely affected by a disaster that has occurred outside of the region. In any case, it is economically important for the corporation and employees to plan for such incidents.

In order to have an effective plan, contingency measures should be incorporated into an organization's day-to-day operations. A well thought out comprehensive emergency plan will protect employees, get employees back to work in the shortest amount of time, back up crucial information on a regular basis, recover technical systems, and even relocate your base of operations if necessary—all of which mitigate the loss of your business' profitability.

THE PLANNING PROCESS

LEADERSHIP SUPPORT

Before planning, the business management should sanction the effort. Without the executive level support for a business continuity plan, the plan will not be considered a business priority and will eventually fade away. It should be noted, if executives are involved in the planning process there are fewer barriers to a plan's completion and implementation. Employees should be properly trained on all procedures once they have been adopted by your business. Conducting drills and providing training on preparedness topics that are hazard specific are integral parts of a comprehensive "All-Hazard" Preparedness Plan.

DEVELOP A PLANNING TEAM

A planning team, consisting of individuals from various departments, divisions, and from all levels in the organization will contribute to the planning process. Organizing a diverse team allows for input from several different perspectives. The planning team should set a regular meeting schedule to maintain continuity during planning.

The Planning Team is responsible for:

- Developing and writing the plan
- Evaluating / validating the plan through drills and exercises
- Making changes or updating the plan

The following positions should be assigned:

- A coordinator—one person should be assigned this position to facilitate meetings and produce planning documents.
- A scribe—one person should be assigned to take minutes and document assigned tasks and follow-up items.

Consider representation from the following positions or functions within your business:

- Executive management
- Operations managers
- Facilities managers
- Legal advisors
- Financial officer
- General employees

RECOMMENDED PLANNING AREAS

DEVELOP LINES OF SUCCESSION

There are usually established lines of hierarchy in a business, but are they written into procedure. If a critical team member is unable to perform, there must be some way for another person to fill the critical position and perform with little or no delay. Cross train with others so that all can be familiar with each others' recovery and continuity roles.

Develop and institute a line-of-succession plan that includes names and/or position titles. Consider developing the following positions:

- Chief Executive
- Heads of departments and divisions
- Legal advisors
- Key positions and decision makers

Additional identified positions:

DESIGNATE DELEGATION OF AUTHORITY

Along with the lines of succession you must clearly identify the specific authorities that the alternate is empowered to perform. The decision making authority can make the implementation of plans and processes more expedient.

Authorities to consider include but are not limited to:

- Facility closure / operations shutdown – identify individuals who can authorize the business to close or reopen, or to shutdown operations.
- Key decision making authority—identify individuals who can make important decisions regarding personnel and facility matters.
- Financial authority—spending limits, etc.

DESIGNATE OR SPECIFY NEEDS FOR ALTERNATE FACILITIES

In some instances, a disaster can render buildings uninhabitable and otherwise useless. Loss of a business facility is mitigated by planning for emergency relocation. Relocation is a tedious task, but it can be the difference in whether or not you reopen your business.

Decide if there are ways to run your critical business functions off site. Special tools, equipment, or supplies and vendors are considerations for relocation. Alternate communications or data systems may be necessary at the backup location to maintain operations.

Use the following tasks to get your relocation plan started.

- Determine the square footage of office, production, or storage space needed.
- Assess furniture needs such as desks, chairs, file cabinets, computers, machines, etc.
- Identify any tools or equipment that can be relocated.

PREPAREDNESS ESSENTIALS

RECOMMENDED PLANNING AREAS

- Determine specialized equipment needs that cannot be moved (*refer to IDENTIFY KEY RESOURCE NEEDS see below*).
- Determine communications or data needs – phones, radios, network access, teleconference, etc.
- Contact the phone company to see if the phone numbers can be kept the same.
- Determine power needs – consider the capacity of the alternate location’s ability to handle your electrical needs.
- Determine if there are any special security needs.
- Determine if there are any contractual needs for rentals, movers, equipment, etc.
- Create a contact list and procedure to notify distributors and vendors of your new location.

IDENTIFY KEY RESOURCE NEEDS

Sometimes a disaster or loss of production in another region or another business can stop or slow local production. Transportation and distribution of goods should be considered when planning for alternate resource needs.

- Determine if there are any specialized suppliers for replacing damaged or destroyed equipment. Maintain a list in case of the need for a fast response. These lists may already exist in financial records, but they should be included in the plan.
- Determine if there are other comparable suppliers for products or services that your business needs to stay in operation. These should not be the usual suppliers.
 - Create a contact list of alternate suppliers.
 - Create a contact list of alternate equipment maintenance.
 - Create a contact list of alternate distributors.
 - Create a contact list for alternate transportation.
 - Create a contact list for private security firms.
- Protect the above lists that have been established (*refer to VITAL RECORDS on page 11*).

DETERMINE YOUR MISSION CRITICAL FUNCTIONS

If your business supplies a service to the community, you may need to define what is necessary to keep business operating at its most basic level. All of your available resources can be assigned to critical functions in order to provide the basic service until a recovery plan is implemented.

The following areas should be addressed. You may add other areas to this list. Customize as you see fit.

- Personnel
- Payroll
- Equipment
- Database / Information
- Utilities
- Transportation
- Distribution
- Supplies

PREPAREDNESS ESSENTIALS

RECOMMENDED PLANNING AREAS

EMERGENCY CONTACTS

In most events when emergency response agencies arrive on a scene, they will require that they speak to the owner or manager in charge of the facility. At large facilities there may be several managers that need to get involved. It is wise to prepare a contact list so these key employees can be contacted quickly. This can be just the first names and 24-hour telephone numbers of two or three key employees responsible to respond to any emergency.

- Compile a list of emergency contacts for key facility personnel. Include the contact information for:
 - Critical employees
 - Maintenance/janitorial crews
 - Insurance information
 - Critical contractors
 - Utility contacts
 - Broomfield Police Department—non-emergency 303-438-6400, emergency 9-1-1
 - North Metro Fire Rescue—non-emergency 303-438-6400, emergency 9-1-1
- Documents detailing this information can be stored along with other key documentation such as floor plans, Material Safety Data Sheets (MSDS), schematics, and emergency plans.
- A short list of critical contact information can be easily printed on a business size card, laminated, and given to key facility personnel to keep in a wallet or purse to be provided for facility personnel to carry with them.
- Contact the City and County of Broomfield Public Safety Communications Center at 303-438-6400 to assure that Broomfield Police and North Metro Fire Rescue have all the updated emergency contact information they may need for your facilities on record.
- Confirm that your emergency contact information that is held by your fire or burglar alarm company is correct and continually updated.
- Update all published information when personnel change, contact information changes, or additions/deletions are made in the facility. Schedule reminders monthly or annually to make the updates and replace any outdated contact lists.

PREPAREDNESS ESSENTIALS

RECOMMENDED PLANNING AREAS

VITAL RECORDS

Protecting vital records is critical to restoring operations once an emergency has occurred. Pre-planning today will lessen the impact of a disaster that may occur tomorrow. All hardcopy records should be maintained in an upper floor, hazard resistant area that is easily accessible. Data records should be backed up at an off-site location on a regular basis. All human resource information should be protected so that all employees may be provided compensation and benefits in a timely manner to maintain the workforce and productivity.

Vital records may include but are not limited to:

- Financial and insurance information
- Engineering plans and drawings
- Product lists and specifications
- Personnel files, including contact phone numbers
- Emergency contact information
- Customer databases
- Supplier databases
- Formulas and trade secrets
- Legal documents and contracts

Analyze and protect vital records:

- Classify operations into functional categories, e.g., finance, productions, sales, administration.
- Determine critical functions for keeping the business up and running, such as finance, production, sales, etc.
- Identify the minimum information that must be readily accessible to perform critical functions, e.g., maintaining accounts receivable may require access to account statements.
- Identify the records that contain the critical information and where they are located.
- Identify the equipment and materials that are needed to access and use these vital records.
- Establish procedures for protecting and accessing vital records. Consider the following approaches:
 - Labeling vital records
 - Backing up computer systems
 - Storing data off-site by third party or an alternate facility, where they would not likely be damaged by an event affecting your facility.
 - Making copies of records
 - Storing tapes and disks in insulated containers
 - Increasing security of computer facilities
 - Arranging for evacuation of records to backup facilities
 - Arranging for backup power
- Determine how you would access important personal information about employees (home phone, next-of-kin, medical) in an emergency. Storing information on computer disks or in sealed envelopes are two options. Consider storing copies off-site if possible.

PREPAREDNESS ESSENTIALS

RECOMMENDED PLANNING AREAS

INSURANCE

Most businesses discover that they are not properly insured only after they have suffered a loss. Lack of appropriate insurance can be financially devastating. You never know what will happen from one day to the next. Make sure that your business is adequately covered. Insurance is the best way to mitigate losses in productivity and profit.

Understand Broomfield's risks (natural hazards, man-made & technological hazards, and crime) and how they effect your situation. Consider what will cause a pause in productivity and subsequent loss of profits and use this when creating your insurance strategy (*refer to RISK ASSESSMENT on page 31*).

- Contact local insurance carriers for assistance with determining proper coverage. Some coverage's include but are not limited to:
 - Structures
 - Vehicles
 - Liability
 - Contents
 - Specialized tools
 - Theft liability
 - Fire
 - Flood hazard
 - Business interruption insurance
 - Crime insurance

- Discuss the following topics with your insurance advisor to determine your individual needs.
 - How will my property be valued?
 - Does my policy cover the cost of required post-disaster upgrades to code?
 - What perils or causes of loss does my policy cover?
 - What are my deductibles?
 - What does my policy require me to do in the event of a loss?
 - What types of records and documentation will my insurance company want to see?
 - Are records in a safe place where they can be obtained after an emergency?
 - To what extent am I covered for loss due to interruption of power?
 - Is coverage provided for both on and off premises power interruption?
 - Am I covered for lost income in the event of business interruption?
 - Do I have enough coverage?
 - How long is coverage provided?
 - How long is my coverage for lost income if my business is closed by order of a civil authority?
 - To what extent am I covered for reduced income due to economic hardship?

EMERGENCY NOTIFICATION

Notification procedures are needed to report emergencies, warn personnel of imminent danger, and keep families and off-duty employees informed of the status of the situation. Notification plans are necessary to keep everyone safe. They should include procedures for employees that are on-site and off-site. Notification on-site may include instructions to Shelter-In-Place or evacuate. Notification to off-site employees may be instructions to stay home or to report to an alternate facility. Some examples may include, a severe winter storm or hazardous material spill. Providing timely, accurate information to all employees is critical. Establishing a communication plan that includes not only the method of notification, but who notifies whom should be identified as well.

NOTIFICATION TO EMPLOYEES THAT ARE CURRENTLY AT WORK

Some examples of an emergency are as follows: an employee who has discovered a fire within the facility or other emergency occurring inside, such as a robbery or disgruntled employee. The initial notification may be as simple as verbal communication, from person to person, or use of a PA system.

- Establish a system for warning personnel currently at work of an emergency. The system should:
 - Be audible or within view by all people in the facility.
 - Have an auxiliary power supply.
 - Consider people with special needs. For instance, a flashing strobe light can be used to warn hearing impaired people.
- Determine primary and secondary means of communication. Consider pros and cons of each method and its suitability. It will be based on limitations and availability. Methods of communication to employees include:
 - Messenger—this may be an employee sent to relay the information. Someone that works a front desk or within the reception area may be the first person informed, but it may also be any employee who starts the process and is the initial “messenger.”
 - Telephone—use of the telephone system can be utilized to contact people at other extensions especially if employees are located on other floors of a business.
 - Cell phone
 - E-mail
 - Two-way radio
 - Fax machine
 - PA System
 - Message Board
 - Fire Alarm System
 - Security Alarm System
- Determine personnel with the authority to begin notification procedures.
 - Assign primary and secondary personnel.
 - Keep in mind that there are situations where an employee may discover a disaster and could be the initial “notifier.”
- Create a “buddy system” that designates only one or two people that are responsible for contacting each other.
 - Contact may be made through a variety of communication methods such as: telephone, two-way radio, or speaking to them in person.

PREPAREDNESS ESSENTIALS

EMERGENCY NOTIFICATION

- Determine procedures for warning customers, contractors, visitors and others who may not be familiar with the facility's warning system.
- Test your facility's warning system at least monthly.

NOTIFICATION TO EMPLOYEES THAT ARE NOT AT WORK

Establish a system for contacting and accounting for personnel that are not currently at work. Some guidelines to include in your plan are:

- Determine personnel with the authority to begin notification procedures that include specific directions to those being notified (*refer to RECOMMENDED PLANNING AREAS / DESIGNATE DELEGATION OF AUTHORITY on page 8*).
- Create a telephone tree that designates who is responsible for calling each additional person. Maintain an updated list of addresses and telephone and pager numbers of key personnel (from within and outside the facility). Creating a "buddy" system, that designates only one or two people that are responsible for calling each other can greatly simplify the accountability of everyone overall.
- Assign personnel to document who is due to report to work and the time they should be reporting to work.
 - This should include contractors, temporary workers, and customers.
 - This person should also be responsible for contacting these people.
- Determine how you would access important personal information about employees (home phone, next-of-kin, medical) in an emergency. Storing information on computer disks or in sealed envelopes are two options.
 - Consider storing copies off-site if possible (*refer to VITAL RECORDS on page 11*).
- Maintain a log of all notification activity.

The City & County of Broomfield Public Safety Communications Center must be notified immediately when an emergency has the potential to affect public health and safety. The emergency phone number is 9-1-1.

9-1-1

Although the following information is not part of your formal written plan, it is necessary to understand and train your employees on the importance and overall use of the 9-1-1 system.

The nation's 9-1-1 systems have become the backbone of emergency reporting response, and the term "nine-one-one" has become synonymous with public safety in general. The 9-1-1 system is telephone equipment that routes calls to the nearest public safety agency communications center. The City and County of Broomfield Public Safety Communications Center is located within the Broomfield Police Department and is staffed by Communications Specialists 24-hours a day, seven days a week. All Fire and Police related emergencies are received via 9-1-1 in the Communications Center.

9-1-1 should only be used in case of an emergency. An emergency is defined as any imminent threat to persons or property. This includes any serious medical problem (chest pain, seizure, bleeding, etc.), any type of fire (business, car, building, etc.), or any life-threatening situation (fights, person with weapons, etc.). When calling 9-1-1, it is important to remember the timeliness of calling in an emergency; usually the incident just occurred or is in progress. Use 9-1-1 to report a crime in progress, whether or not a life is threatened.

Before An Emergency Occurs

- Learn how to dial 9-1-1. Find out if you have to dial an extra number to get an outside line.
- Educate every employee in your business on how and when to use 9-1-1.
- Post emergency phone numbers near every phone.
- Post your business address and phone number near every phone.

How to Use 9-1-1

- Be prepared to provide the following information:
 - Location of the emergency—the business address as well as the specific location within your building.
 - What is the emergency?
 - Your name, address and phone number.
- Let the call-taker ask you questions—they have been trained to ask questions that will help prioritize the incident.
- If you are not in a position to safely answer the call-taker's questions (the suspect is nearby) stay on the phone and the dispatcher will ask you questions that can be answered "yes" or "no."
- Keep your answers brief.
- Remain calm and speak clearly.
- Although an "Enhanced 9-1-1" system will display your telephone number and location for the dispatcher, they **must** confirm the displayed address.
- Listen to and follow the dispatcher's instructions for assistance. This includes medical instructions.
- If possible meet the first responders out front of your facility to give them directions to the exact location of the emergency.
- If you dialed 9-1-1 in error, **DO NOT** hang up the telephone. Stay on the line and explain to the dispatcher that you dialed by mistake and that you do not have an emergency.

What information is important?

- What is the location of the emergency?
- Type of emergency?
- Are there injuries?
- Is there a crime in progress? If not, how long ago did the incident occur?
- Are any weapons involved?

The suspect: weapons, sex, age, race, height, weight, hair, glasses, clothing description.

The suspect's vehicle: color, newer/older, make, model, license plate number and state of issue.

- If they have left the scene, what direction were they headed?
- How long ago did they leave?

Special Considerations

Cell Phones

The phone number is displayed to the dispatcher, but a location is not always provided. **The dispatcher does not know exactly where you are unless you tell them.** Currently, some cellular phones will provide latitude and longitude of the caller with an accuracy of 50 to 1,000 feet, based on the phone and 9-1-1 center technology capabilities. The City and County of Broomfield Public Safety Communications Center is equipped to receive this information if your cell provider and phone are equipped to transmit it.

Multi-Telephone Systems

Bank branches, office complexes, or hotel/motels, often display only the address and main phone number of the central location. Know your location within the building you are calling from and the direct phone number.

VoIP

Voice Over Internet Protocol (VoIP)

VoIP is an internet based phone system that is only used through a Digital Subscriber Line (DSL) or Broadband connection. Generally, if you dial 9-1-1 from your computer, the call could go to any agency. When a communications center happens to get your call they will not receive any address or name information. Therefore, the Public Safety Communications Center will not know where you are calling from. Some VoIP providers are working with 9-1-1 centers to ensure caller information is accurate. You should verify the level of service with your provider.

EVACUATION

One fundamental means of protection is evacuation. There are two evacuation procedures that should be established.

1. Facility evacuation—in the case of fire, an immediate evacuation to a predetermined area away from the facility will be necessary.
2. Business district / area evacuation—a hazardous material spill evacuation could involve a neighborhood, business district, or the entire community.

It is important to implement procedures and guidelines for both types of evacuation in your plan, so that the movement of individuals is efficient. A procedure for the accountability of personnel should also be established in conjunction with both types of evacuation plans.

FACILITY EVACUATION PLAN

A facility evacuation may be necessary for hazards such as a fire, or indoor chemical spill. In these and other inside situations, a plan should be established that includes the following information:

- Coordinate your evacuation plans with North Metro Fire Rescue District and the Broomfield Police Department.
- Determine the conditions under which an evacuation would be necessary (*refer to RISK ASSESSMENT on page 29*).
- Identify appropriate early warning systems that can be utilized for both internal and external emergencies (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Determine internal notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Determine personnel with the authority to order an evacuation. Assign primary and secondary personnel (*refer to RECOMMENDED PLANNING AREAS / DESIGNATE DELEGATION OF AUTHORITY on page 8*).
- Designate “evacuation wardens” to assist others in an evacuation and to account for personnel. Those assigned as wardens should be in positions that would most likely be the first person to receive a message that an emergency exists. Some suggestions are:
 - Front desk / reception personnel
 - Personnel answering the main line of a multi-line phone system
 - Personnel working in a front work station of each floor
- Develop procedures for assisting persons with special needs and for those who do not speak English.
- Train personnel who have visitors or contractors to assist them during evacuation and make sure they are accounted for.
- Designate primary and secondary evacuation routes and exits. Have them clearly marked and well lit. Some items to consider:
 - All routes and exits should be wide enough to accommodate the number of people leaving.
 - All routes and exits should be clean and unobstructed at all times.
 - All routes and exits should not expose evacuating personnel to additional hazards.
 - Stairways should be utilized as opposed to elevators.
- Distribute a floor plan that outlines the evacuation routes to all employees.
 - Post this information at visible locations.

PREPAREDNESS ESSENTIALS

EVACUATION

- Install emergency lighting in case a power outage occurs during an evacuation.
- Inspect all exit doors for functionality. Schedule periodic inspections.
- Develop procedures for shutdown of critical processes; this is dependent on the urgency of evacuation.
 - Determine who has the authority to implement this procedure (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
 - Assign this responsibility to specific people and/or positions within the organization.
- Designate meeting areas outside and at alternate, off-site locations. This should be a predetermined area that is a safe distance away from the facility.
- Establish a system for accounting for personnel. Some guidelines include:
 - Assign personnel to document who is working in the facility and who has evacuated. This should include contractors, temporary workers, and customers. Maintaining a sign-in log for outside personnel works well for tracking purposes.
 - Establishing a “Buddy System” for assuring that everyone has been evacuated. These can be floor wardens, supervisors, or work teams.
- Conduct evacuation drills periodically.

BUSINESS DISTRICT EVACUATION PLAN

If an area evacuation has been ordered, everyone should leave immediately. The following procedures should be established:

- Coordinate your evacuation plans with North Metro Fire Rescue District and the Broomfield Police Department.
- Determine the Facility Evacuation Plan (*refer to FACILITY EVACUATION PLAN on page 17*). This should be followed up to the point of the accountability of personnel. **People should not be held at the facility location—they should be sent to a pre-determined assembly point that is a safe distance from the disaster.**
- Designate meeting areas at alternate, off-site locations. This should be a predetermined area that is a safe distance away from the facility. One consideration will be to send people home. If you ask people to leave the building, it is important to provide clear instructions where to assemble.
- Identify employees’ transportation needs.
 - Determine if there are employees without vehicles.
 - Consider carpooling assignments.
 - Consider special needs evacuees, with equipment such as wheel chairs, walkers, etc.
- Identify roadways out of the area.
- Identify main arteries out of the city.
- Identify possible barriers or road blocks that could affect your evacuation route.
 - Items such as railroad tracks, overpasses or bridges.
- Obtain maps of the City and County of Broomfield (*contact the Citizen Assistance Center at 303-469-3301*).
- Account for all personnel. Develop a system for the accountability and notification of those that have left the facility, as well as those that may be reporting to work (*refer to EMERGENCY NOTIFICATION on page 13*).

SHELTER-IN-PLACE

In some emergencies, the best means of protection is to take shelter within the facility. Shelter-In-Place may be necessary in a chemical emergency, tornado, or an internal or external human threat. It means to stay where you are and take cover. Stay inside!

SHELTER-IN-PLACE DURING A TORNADO

When a tornado is coming, you have only a short amount of time to make life-or-death decisions. Advance planning and quick response are the keys to surviving a tornado. Initial actions should be to take cover “down, in, and under.” “Down” is the lowest floor of the building, “in” is the most internal location, and “under” is under sturdy furniture. The following steps will help you develop your plan:

- Obtain a NOAA Weather Radio to monitor severe weather (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the early warning systems available in Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the **warning terms** for tornadoes so that you clearly understand the risk to your employees, business, and your community.
 - **“Tornado Watch”** is issued by the National Weather Service when tornadoes are possible in your area. Remain alert for approaching storms. This is the time to listen to the radio or television for further developments. When a Tornado Watch is announced, it means conditions are present for a tornado.
 - **“Tornado Warning”** is issued when a tornado has been sighted or indicated by weather radar. Take shelter immediately. Keep a radio or television tuned for further information.
- Determine employee notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Determine personnel with the authority to order Shelter-In-Place. Assign primary and secondary personnel (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
- Designate an interior room(s). The best practice is “down, in, and under.”
 - Under stairways, or interior restrooms are good choices.
 - Small interior rooms on the lowest floor and without windows.
 - Hallways on the lowest floor away from doors and windows.
 - Rooms constructed with reinforced concrete, brick or block with no windows and a heavy concrete floor or roof system overhead.
 - Protected areas away from doors and windows.
 - **Unsafe areas include those that are covered with a flat, wide-span roof, such as, auditoriums, cafeterias and gymnasiums.**
- Make plans for evacuating personnel away from lightweight modular offices or mobile home-sized buildings (*refer to EVACUATION on page 17*). These structures offer no protection from tornadoes.

SHELTER-IN-PLACE

- Assign personnel to account for everyone.
 - Document who is working in the facility and who has taken shelter. This should include contractors, temporary workers, and customers. Maintaining a sign-in log for outside personnel works well for tracking purposes.
 - Include procedures for assisting persons with disabilities and for those who do not speak English.
- Assign someone to monitor a NOAA Weather Radio, AM/FM Radio, or television for local weather updates and any emergency instructions (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Assign someone to monitor phone usage to emergencies only.

SHELTER-IN-PLACE FOR A HAZARDOUS MATERIAL SPILL

Chemical emergencies can occur nearly anywhere chemicals are used, stored, or transported from one place to another. One of the emergency instructions you may be given to lessen the risk of a hazardous material exposure is to Shelter-In-Place. This is a precaution focused on keeping you safe while remaining indoors.

The following guidelines can assist you in preparing for a hazardous material spill.

- Obtain a NOAA Weather Radio to monitor the situation (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Select a room(s) to serve as a shelter during chemical emergencies.
 - The room should be large enough to provide at least 10 square feet per person sheltered. A shelter room should have as few windows, vents and doors as possible. A windowless room is best. Break rooms or conference rooms with few or no windows can be used for shelters. Hallways with doors and restrooms are sometimes used in institutional settings.
 - The shelter room should also have a telephone (either regular or cellular) for emergency use only.
 - Stay inside until you have been told that the danger has passed.
- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Determine personnel with the authority to order Shelter-In-Place. The order may come from emergency responders or from facility personnel (*refer to EMERGENCY NOTIFICATION on page 13*).
- Assign personnel to be responsible for each of the following activities:
 - Shut and lock all windows.
 - Turn off all heating, cooling, attic fans and ventilation devices, and close attic fans, fireplace dampers, and anything that moves air in and out of the building.
 - Monitor AM/FM Radio, television, and NOAA Weather Radio, for situation updates (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
 - Monitor the phone to assure that emergency updates are received and non-essential use is minimized.

LOCKDOWN

There may be instances that constitute the closure or immediate locking down of your facility. Local law enforcement may also ask you to “Lockdown” your business. This is usually due to either an internal or external threat to personal safety. Notification may come from within your business or from the Broomfield Police Department. *Lockdown* refers to locking down your business. The intent is to restrict access and put a barrier between the assailant and personnel and critical resources. This lessens the potential for injuries and damage.

To ensure employee safety train employees on the following items:

- 9-1-1 system (*refer to 9-1-1 on page 15*).
- Citizen Notification (*refer to EARLY WARNING / INFORMATION SYSTEMS / CITIZEN NOTIFICATION on page 24*).

The following steps will help you develop your Lockdown procedures. The activities conducted during a *Lockdown* will depend on whether there is an internal or external threat.

Internal Threat:

Notification of an internal threat will come from someone within your business. This could be an employee, customer, contractor, or delivery person. Examples of an internal threat are a disgruntled employee threatening others, an upset customer, or a robber. The basics of a lockdown for an internal threat are: “Locks, Lights, Out of Sight.” “Locks” means to lock the doors; “Lights” means to turn out the lights; “Out of Sight” means to hide in a safe place out of the view of windows and doors.

The following procedures should be established:

- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Identify safe hiding places within each room throughout the facility (*for assistance contact the Emergency Management Unit at 720-887-2084*).
- Assure training to all employees to:
 - Lock down internal (inside) doors.
 - Turn off lights.
 - Cover windows.
 - Hide in a safe place—out of the view of windows and doors.
 - Call 9-1-1 as soon as it can be done safely (*refer to 9-1-1 on page 15*).

PREPAREDNESS ESSENTIALS

SHELTER-IN-PLACE

LOCKDOWN

External Threat:

The orders to Lockdown your business for an external threat will most likely come from the City & County of Broomfield Public Safety Communications Center via *Citizen Notification* (refer to *EARLY WARNING / INFORMATION SYSTEMS* on page 23). An example of an external threat is a barricaded gunman in the area, or an armed gunman loose in the area.

The following procedures should be established:

- Determine notification procedures (refer to *EMERGENCY NOTIFICATION* on page 13).
- Identify safe hiding places throughout the facility (for assistance contact the Emergency Management Unit at 720-887-2084).
- Assign personnel to:
 - Bring people inside.
 - Lock down external (outside) doors.
 - Monitor the telephone (refer to *EARLY WARNING / INFORMATION SYSTEMS / CITIZEN NOTIFICATION* on page 24).
 - Lockdown for an external threat can be deactivated only after the “all clear” from the Broomfield Police Department.
- Train employees to:
 - Remain inside, and do not leave.
 - Stay away from exterior doors and windows.
 - Call 9-1-1 with any emergent applicable information (refer to *9-1-1* on page 15).

EARLY WARNING / INFORMATION SYSTEMS

There are a number of ways that you and/or your business can be notified of a disaster in the area. Early warning systems are tools that alert you to impending danger in order for you to take appropriate protective action and will provide you with updates and further information. This information may be to evacuate the area, or to Shelter-In-Place, depending on a variety of factors within a particular situation. Although the following information is not part of your formal written plan it is necessary to understand and train your employees on the importance and overall use of the available *Early Warning / Information Systems*.

Emergency Alert System (EAS)

The EAS transmits National, State and local warning messages used to notify you of emergency situations. It automatically breaks into regular television and radio programming to provide guidance for your specific area. The EAS allows broadcast stations, cable systems, and participating satellite companies to send and receive emergency information. The National Weather Service may also activate EAS locally for weather warnings.

The messages are meant to be very concise and informational. The voice may prompt you to take shelter, lock doors, or just be aware of a situation.

Uses for EAS:

- Severe weather watches and warnings
- Radiological emergencies or hazardous material spills
- Evacuation notices or civil emergency messages
- AMBER Alert

NOAA Weather Radio All Hazard (NWR)

National Oceanic and Atmospheric Administration (NOAA) Weather Radio All Hazards (NWR) is a nationwide network of radio stations broadcasting continuous weather information directly from a nearby National Weather Service office. NWR broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24-hours a day.

Working with the EAS, NWR is an "All-Hazards" radio network, making it your single source for comprehensive weather and emergency information. In conjunction with Federal, State, and Local Emergency Managers and other public officials, NWR also broadcasts warning and post-event information for all types of hazards – including natural (such as winter storms or flood), environmental (such as chemical releases or oil spills), and public safety (such as AMBER alerts or 9-1-1 telephone outages).

Weather Radios can be purchased for a nominal fee at local electronic stores. Look for models equipped with Specific Area Message Encoding (S.A.M.E.) This allows you to program the radio to receive emergency information for the counties of your choice.

Citizen Notification

Intrado's *Citizen Notification*, formerly called EPN and similar to Reverse 9-1-1®, is a public safety tool that provides emergency notification of impending danger to residents. The City and County of Broomfield Public Safety Communications Center can activate *Citizen Notification* in a specified area, by use of the telephone system. Officials map out the affected area, record the emergency message, and send it out. Calls simultaneously reach the specified community to deliver warnings and critical safety instructions.

- *Citizen Notification* uses the 9-1-1 database as its source for telephone numbers. It is able to process up to 2,000 telephone numbers per minute. **(*Citizen Notification* will only call the main number in a multi-telephone (PBX) system. It will not call a cell phone, or a VoIP phone.)**
- The system has a call back feature that ensures the message is delivered. Both published and non-published numbers are dialed, and the *Citizen Notification* will leave a message if an answering machine picks up.
- If the *Citizen Notification* reaches a busy signal, the system will try back three times to reach the intended party.
- *Citizen Notification* will not call a cell phone.



Tips on receiving a message from *Citizen Notification*

- A message sent by *Citizen Notification* will not go through your phone if you have a “solicitor’s block” on your phone. To deactivate this feature on your phone you must dial *78, when prompted use the default code, 1234. To reactivate the service, dial *78.
- After you are alerted by *Citizen Notification*, follow the instructions that you have been provided. Do not call 9-1-1 unless the message directs you to do so, or you have an emergency.
- Remain on the line for the entire *Citizen Notification* message. This ensures that the Communications Center is notified that the message was received.
- Utilize notification procedures to assure that everyone at your business is aware of the situation (*refer to EMERGENCY NOTIFICATION on page 13*).

Lightning Detectors

If you own or operate a business that consists primarily of outdoor activities, such as a construction company, landscaping business, golf course or athletic field, etc., you should consider purchasing a lightning detector. Lightning detectors give off a sound or tone when there is lightning close enough to harm you, your employees, or your patrons. There are a variety of stationary and mobile detection systems that can be purchased at local electronic stores or from companies on-line.

Channel 8

Comcast Cable subscribers can tune into Channel 8. This is Broomfield's local television access channel where events, messages, and programs are broadcast. During an emergency, you can tune into this channel for information about the local situation, protective action instructions, or telephone numbers for additional information. Channel 8 is not accessible with a satellite TV system.

City and County of Broomfield Web site:

www.broomfield.org

During an emergency, information about the event, instructions on immediate protective actions such as Shelter-In-Place, or phone numbers for additional information about the current emergency situation will be posted.

City and County of Broomfield Emergency Information Call Center

Direct numbers: 303-464-5875 or 303-464-5870

This system is specifically designed to take calls from residents with questions about the current emergency situation. **Do not call 9-1-1 or the City and County of Broomfield Public Safety Communications Center for information.** If the system has been activated, a message with details about the current situation or answers to frequently asked questions will be announced at the beginning of a call. Following the brief message, the call will be answered by the first available operator. If all operators are busy, the message will repeat itself until an operator is available.

Smoke Alarms (*refer to FIRE PROTECTION SYSTEMS on page 26*).

Carbon Monoxide Detectors

Carbon monoxide is a colorless, odorless, and tasteless toxic gas produced as a by-product of combustion. Any fuel-burning appliance, vehicle, tool or other device has the potential to produce dangerous levels of carbon monoxide gas. Examples of carbon monoxide producing devices commonly in use around a business include:

- Fuel-fired furnaces (non-electric), including portable heaters
- Gas water heaters
- Lawnmowers, snow blowers and other yard equipment
- Automobiles
- Forklifts
- Gas powered generators
- Equipment that is powered by an internal combustion engine

There are a number of different types and brands of carbon monoxide detectors on the market today. It is recommended that a carbon monoxide detector be placed on each floor of a business. Additional information can be obtained through the Consumer Products Safety Commission at www.cpsc.gov or 1-800-638-2772.

PREPAREDNESS ESSENTIALS

FIRE PROTECTION SYSTEMS

FIRE PROTECTION SYSTEMS

The fire code requires various types of systems for fire alarms and fire sprinklers, and in most businesses, those systems are part of an overall fire protection system. Any fire protection system or any part connected to a fire protection system must be installed, serviced, and tested by qualified companies. If you have any question about your building's systems, contact the North Metro Fire Rescue District's Fire Prevention Division at 720-887-8217 x 2221 for more information.

The Fire Department Connections (FDC), fire sprinkler riser, and fire alarm control panel must be kept clear of obstructions such as storage and landscaping, and they must be immediately accessible to fire department personnel at all times. The riser room should be clearly marked on floor plans. The valves in the riser room must be locked in the open position or electrically supervised to prevent inappropriate and unauthorized shutoff.

Fire Alarm Control Panels (FACP)

Most fire alarm control panels or FACPs are typically located just inside a business front door. Some businesses may have only a small fire alarm panel (referred to as a remote annunciator panel) near the front door and the main fire alarm control panel located elsewhere in a less conspicuous location. The FACP is the "brains" of the fire alarm system. The FACP monitors the fire alarms in your facility and will send a signal when there is a fire alarm condition. The FACP will also alert your alarm company when there is any kind of trouble with the system. Place instructions and any codes that may be needed to reset the alarm system inside the FACP.

The fire code requires a map, or floor plan, of the building to be installed at the fire alarm control panel and at the remote annunciator, if one is present. The floor plan should include the locations of fire alarm zones or individual fire initiating alarm devices (e.g., smoke detectors, heat detectors, pull stations, waterflow switches, tamper switches, etc.), the locations of the fire alarm control panel and remote annunciator panel(s), and the locations of fire department connections and the fire sprinkler riser, if a sprinkler system is installed.

Fire Sprinkler Systems

Fire sprinkler systems, or sprinklers, are one of the best tools that the fire department has in controlling a fire. The fire code requires sprinklers in certain buildings. One sprinkler head can contain or extinguish approximately 90% of all fires that occur in a building with a sprinkler system before the arrival of the fire department. While sprinklers can cause some water damage, that damage is typically far less than the damage that would be caused by an uncontrolled fire. In most sprinkler systems, sprinkler heads activate individually and only when exposed to a certain high temperature (typically 165°F) at the sprinkler head.

Fire Department Connections (FDC)

Fire department connections, or FDCs, are fire department hose connections that are located on the exteriors of buildings. The FDC is used by the fire department to supplement the water supply to the fire sprinkler system and any standpipe systems inside the building.

Fire Sprinkler Risers

Fire sprinkler risers are the vertical pipes that feed the sprinkler system and are located in their own riser rooms or in a utility room. Exterior and interior doors to riser rooms are required to be clearly marked. Keys to these rooms and any locked valves or electrical panels should be located in the Knox Box (*see below*) along with the building master keys.

Smoke and Heat Alarms

Smoke detectors are used for early detection of fires that may occur in a building. Heat detectors are used for a similar purpose, but are normally installed in rooms or spaces that are not appropriate for smoke detectors due to the presence of dust, fumes, steam, etc. Smoke and heat detectors are connected to the FACP and will promptly report an alarm when activated. Smoke and heat alarms are always operating even when the business is unoccupied, thereby alerting the alarm company even when there is no-one inside the building.

Smoke alarms are like smoke detectors, but also incorporate an integral audible alarm (a.k.a. horn), and sometimes even a visual, alarm-indicating device (a.k.a. strobe or light). Smoke alarms are also used for early detection of fires and also alert occupants of an alarm condition. However, smoke alarms are designed to be installed in individual residential occupancies, such as hotel rooms, apartments, and single family dwellings and are typically not connected to a building's FACP, and therefore, are not intended to be installed in business occupancies.

Knox Boxes

A Knox-brand secured key box, or Knox box, is a tool used by North Metro Fire Rescue to gain access to a building without breaking through doors or windows. The Knox box is a secured key box that will contain keys to your building. It is characterized as a square box typically located near the main entrances of a building. Some Knox boxes protrude from exterior walls, while others may be flush-mounted into walls.

A Knox box is required by the fire code to be installed on a building that has a fire sprinkler system or a fire alarm system. Only the fire department has the key to open the Knox box. The installation of a Knox box with the appropriate keys inside it may actually save your business money on broken doors or windows and saves emergency responders' time in gaining access into your building.

Ensure that there are labeled master keys, including electronic card keys, to all business doors, utility rooms, mechanical rooms, fire sprinkler riser rooms, and the fire alarm control panel in the Knox box. Also ensure that the door locks are correctly keyed. Any time you re-key business locks, the keys in the Knox box will also need to be replaced. A person should be responsible for contacting the fire department to open and place any new keys inside the Knox box. You may contact the North Metro Fire Rescue District's Fire Prevention Division at 720-887-8217 x 2221 or the nearest North Metro fire station.

MOVING ON

Now that you have completed the *Preparedness Essentials* section you should have:

- Gained Leadership Support
- Formed Planning Team
- Determined Lines of Succession
- Designated Delegation of Authority
- Identified Alternate Facilities
- Identified Key Resource Needs
- Determined Mission Critical Functions
- Determined Emergency Contacts
- Established procedures to identify Vital Records
- Reviewed Insurance coverage and needs
- Developed Emergency Notification procedures
- Learned about and discussed 9-1-1
- Created Evacuation plans
- Created Shelter-in-Place plans
- Learned and discussed Early Warning / Information Systems
- Evaluated and obtained applicable Fire Protection Systems

By completing this section you have made your business safer, for you, your employees, and patrons. You have lessened the effects that a disaster will have on your overall business operations. Moving on to the risk assessment section will further assist you in preparing your business. You will identify and prioritize the hazards most likely to affect you.

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RISK ASSESSMENT—INTRODUCTION

Potential hazards in the City and County of Broomfield encompass a wide variety of natural and man-made disasters as well as crime risks. Hazards could range from a hazardous material spill to a severe winter storm, flood, tornado, or a robbery. Each business within the community is unique and will be affected by hazards in ways that are specific to their own business. Factors such as location, number of employees, and type of business being conducted, will influence your impact of potential hazards, and ultimately your emergency plan.

The information contained in this section provides you with hazard-specific history. Take this information and your own knowledge of your business and complete each hazard specific risk assessment worksheet. An overall *Risk Assessment Chart* is on page 47 to help you prioritize the hazards.

The following information provides you with some basic guidelines for completing each column of your hazard specific risk assessment worksheet.

Estimate Probability

In the Probability column, rate the likelihood of each emergency's occurrence. This is a subjective consideration, but useful nonetheless. Use a simple scale of 1 to 5 with 1 as the lowest probability, and 5 as the highest.

Assess the Potential Human Impact

Analyze the potential human impact of each emergency—the possibility of death or injury. Assign a rating in the Human Impact column of the risk assessment worksheet. Use a 1 to 5 scale with 1 as the lowest impact, and 5 as the highest.

Assess the Potential Property Impact

Consider the potential property losses and damages. Again, assign a rating in the Property Impact column, 1 being the lowest impact and 5 being the highest. Consider:

- Cost to replace
- Cost to set up temporary replacement
- Cost to repair

Assess the Potential Business Impact

Consider the potential loss of market share. Assign a rating in the Business Impact column. Again, 1 is the lowest impact and 5 is the highest. Assess the impact of:

- Business interruption
- Employees unable to report to work
- Customers unable to reach the facility
- Company in violation of contractual agreements
- Imposition of fines and penalties or legal costs
- Interruption of critical supplies
- Interruption of product distribution

Assess Internal and External Resources

Next, assess your resources and ability to respond. Assign a score to your Internal Resources and External Resources. Use a 1 to 5 scale—where 1 represents a low need for resources and/or resources are readily available, and 5 represents a high need for resources and/or resources are not available. The lower the score the better.

To help you do this, consider each potential emergency from beginning to end and each resource that would be needed to respond. For each emergency ask these questions:

- Do we have the needed resources and capabilities to respond?
- Will external resources be able to respond to us for this emergency as quickly as we may need them, or will they have other priority areas to serve?

If the answers are “yes” move on to the next identified hazard risk assessment. If the answers are “no” identify what can be done to correct the problem. For example, you may need to:

- Develop additional emergency procedures
- Conduct additional training
- Acquire additional equipment
- Establish agreements with specialized contractors

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

POWER OUTAGES

A power outage can occur any time of the year. The affected area may be countywide or specific to a particular business district or concentrated within a few blocks of an individual neighborhood. During winter storms, a power outage may be caused by heavy and blowing snow, or a traffic accident involving a power pole. Summer storms, as well as electrical demands to run air conditioners during a heat wave in mid July may also cause a power outage.

Some items to be considered are the affects that the loss of power may have on your business. Is it simply that you may be working in the dark for a few hours and still able to function, or would it force you to stop production and send employees home. If you own a retail business, are all transactions done with an electronic cash register.

Take this information and your own knowledge of your business and complete the *Power Outages* risk assessment worksheet below. In completing this risk assessment consider the effects of lost hours of operation, equipment failure, and worker safety. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|----------------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| Rating Scale | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | |
| Power Outages | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

RISK ASSESSMENT

EARTHQUAKE

EARTHQUAKE

Earthquakes occur somewhat infrequently in Colorado, and the historical earthquake record is limited. Therefore, it is not possible to accurately estimate the timing or location of future dangerous earthquakes in Colorado. Seismologists predict that Colorado will again experience a magnitude 6.5 earthquake at some unknown point in the future. Earthquakes are a hazard that we should be aware of and prepared to deal with, even though the threat seems to be dormant at this time. Today's impacts on Broomfield businesses due to an earthquake could be greater than expected because of increased population and infrastructure.

Geologic studies indicate that there are about 100 potentially active faults in Colorado and more than 400 earthquake tremors of magnitude 2.5 or higher have occurred in Colorado since 1870. Movement on active faults is responsible for large earthquakes. Colorado experienced a magnitude 6.5 earthquake on November 7, 1882. The location of this earthquake was estimated to be in the northern Front Range near Estes Park, Colorado. Damages included the power plant in Denver and cracked buildings in Boulder. For comparison, the magnitude 6.9 1989 San Francisco, California earthquake resulted in the deaths of 62 people, 3,000 injured and \$7 billion in property damage.

During 1961 and 1962, the Rocky Mountain Arsenal drilled a 12,000 foot well that was used to dispose of hazardous waste. This activity is believed to have caused a series of earthquakes throughout the 60's and seemed to have subsided as time lapsed. These quakes affected Commerce City, Northglenn, Thornton, Eastlake, Boulder, Denver, and other cities along the Front Range. They ranged from 1.5 to 5.2 magnitude shocks. Damages included broken windows, cracked walls, as well as a few broken items due to falling off the shelves within a few businesses and homes.

Within the past four decades, there were a number of smaller scale quakes throughout the Denver Metro area, as well as across the state, that ranged from 2.1 to 3.9. Very little damage was documented, because most people never felt or were not aware of the occurrences.

Take this information and your own knowledge of your business and complete the *Earthquake* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, effects of a potential power outage, on damage to the building, and on vehicles and/or equipment. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|---------------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| Rating Scale | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | |
| Earthquake | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

WINTER STORMS

Colorado’s winters are relatively mild. The average daily high temperature in January in Denver is 43 degrees Fahrenheit. However, snowstorms can happen any time from September until May. When blizzards and snowstorms occur, they can cause significant damage, delays and service disruptions. Heavy snow can immobilize a region and paralyze a city, stranding motorists, stopping the flow of supplies, and disrupting emergency and medical services. Accumulations of snow can collapse buildings and knock down trees and power lines. The snowstorm of March, 2003 set records which caused millions of dollars in damage to power lines / buildings, and stranded hundreds of people. In Broomfield, the 7-11 Convenience store located at Highway 287 and West 5th Avenue was destroyed beyond repair when the roof collapsed due to the heavy snow. Many porches, roofs, awnings, carports and outbuildings collapsed within residential and business areas throughout the city. Power outages were the result of the heavy wet snow causing downed trees and limbs, affecting power lines.

Every business should plan for a variety of levels of winter storms. A minor snow storm may produce a few isolated icy spots on the roads and will have little impact on most businesses. A light snow storm of four or less inches may cause some minor inconveniences such as the need to clear sidewalks and use ice melt for the safety of your customers and employees. Snowfall in excess of four inches may cause snow packed roads and icy conditions, having a much greater impact. Employees may have a difficult time leaving work, or possibly getting to work. Deliveries may be delayed from a variety of resources. Power outages may occur that cause a loss of production or a temporary closure of your business. These types of storms may occur three or four times a year. Dangerous storms that produce larger accumulations of snow and high winds occur every three to four years. These types of storms such as the blizzard of March, 2003 can cause the entire city to come to a stand still. Planning and preparedness can lessen the impacts.

Take this information and your own knowledge of your business and complete the *Winter Storms* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, effects of a potential power outage, on damage to the building, on vehicles and/or equipment, and street closures. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | Human Impact | Property Impact | Business Impact | Internal / External Resources | Total |
|----------------------|------------------------|------------------------|------------------------|------------------------|---|-------|
| Rating Scale | Low High 1 —————> 5 | Low Need / Resources Available High Need / Resources Not Available 1 —————> 5 | |
| Winter Storms | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

RISK ASSESSMENT

THUNDERSTORMS

THUNDERSTORMS (LIGHTNING & HAIL)

Colorado has more thunderstorm days than any other state except Florida. Thunderstorms in Colorado are often times accompanied by lightning and hail.

Lightning is Colorado's most dangerous weather hazard. Colorado ranks 11th in the United States in both injuries and deaths caused by lightning. Because lightning usually claims only one or two victims at a time and because lightning does not cause the mass destruction left in the wake of tornadoes or hurricanes, lightning generally receives much less attention.

Most victims are struck while playing golf, field sports or while in or near water. Even if a storm is several miles away, you can still be struck. Occupations that entail work that is conducted outside, such as construction workers, highway road crews, or landscapers, are at the greatest risk. Few people understand the dangers of lightning and many do not act promptly to protect their lives, property and the lives of others because they don't understand all the associated dangers.

While there have been no deaths as the result of lightning events/occurrences within the City & County of Broomfield, there have been several individuals that have been struck while playing golf. In addition, on June 26, 1980, a youth baseball coach was struck and seriously injured requiring CPR.



Hailstorms cause a major amount of damage to property and crops across the United States and in Colorado every year. Hail is precipitation in the form of lumps of ice that form in some storms. They are usually round and typically vary from .25 inch to 3 inches in diameter. Hail larger than 1 inch in diameter is responsible for the most frequent damage in the region. Hail generally forms in thunderstorms between strong currents of rising air called *updrafts* and the current of air descending toward the ground or *downdraft*. Hail develops when updrafts carry water droplets to a height where freezing occurs. Ice particles grow in size, finally becoming too heavy to be supported by the updraft and fall to the ground. Large hailstones indicate strong updrafts in storms. Large hailstones fall at speeds faster than 100 mph and account for significant damage.

The hail season in Colorado is March through October, with June having the higher frequency of storms producing hail. The state's mountains and high elevation increase the likelihood that hail will form in a thunderstorm, making Colorado one of the hail capitals of the world. Northeastern Colorado and the nearby Great Plains states receive more hail each year than any other part of the United States.

Hail damage to crops, roofs, and automobiles is significant in Colorado. The second costliest hailstorm in U.S. history hit the Colorado Front Range on July 11, 1990. Hailstones the size of marbles to tennis balls pummeled the Front Range for three hours as the "7-11 Hailstorm" moved from Estes Park to Colorado Springs. Damage totaled more than \$600 million, mostly affecting roofs and automobiles.

RISK ASSESSMENT THUNDERSTORMS

Take this information and your own knowledge of your business and complete the *Thunderstorms* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, of a potential power outage, damage to the building, vehicles and/or equipment. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | Human Impact | Property Impact | Business Impact | Internal / External Resources | Total |
|----------------------|-------------------|-------------------|-------------------|-------------------|---|-------|
| Rating Scale | Low High 1 → 5 | Low Need / Resources Available High Need / Resources Not Available 1 → 5 | |
| Thunderstorms | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

RISK ASSESSMENT

TORNADOES

TORNADOES

Along the Colorado Front Range tornadoes have been reported at various times of the year. The peak season extends from mid-May through mid-August. Tornadoes have occurred at all times of day and night, with over half of them developing between 3 p.m. and 6 p.m. The number of recorded tornado events in the City & County of Broomfield between 1950 and 2005, is three, with no fatalities or injuries recorded. Tornadoes within this region are smaller than those that occur in areas such as Kansas and Oklahoma. They are usually narrow funnel clouds that touch down and may cause sporadic damage depending on the location of the occurrence. They usually cover a smaller area, and are not of an “F-5” category; however, damage can still be seen.



Take this information and your own knowledge of your business and complete the *Tornadoes* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, of a potential power outage, damage to the building, vehicles and/or equipment. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|------------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| Rating Scale | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | |
| Tornadoes | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

FLOODING

Although floods are one of the most common and widespread of all natural disasters, the City & County of Broomfield has limited areas that are at risk. There are some locations where excessive rain and quick snow melt may create flood conditions. There may be street flooding, park and creek flooding, as well as basement and ground floor flooding. Flooding within a building can also occur due to freezing pipes that may burst and cause water damage. Be aware of flood hazards no matter where your business is located, but especially if it is situated in any of the low-lying areas, or near creeks, lakes or ponds.

During a severe rainstorm in July 2005, open areas such as Midway Park and Community Park became covered in water. Some street closures and basement or ground floor flooding occurred. You should consider what the effects of flooding to your business would encompass if the City and County of Broomfield were impacted by torrential rains, freezing temperatures, or rapid snow melt.

Take this information and your own knowledge of your business and complete the *Flooding* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, of a potential power outage, damage to the building, vehicles and/or equipment, and the affect of street closures. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.



| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|-----------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| Rating Scale | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | |
| Flooding | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

RISK ASSESSMENT

FIRE

FIRE

Every business is at risk of fire. This hazard can have an impact on both life and property. A fire inside of your business may be caused by malfunctioning electrical equipment, heaters, stoves, or possibly the improper storage of combustible chemicals. The size of your business may determine the required specifics to meet fire codes.

The City & County of Broomfield does not have the threat of wildland fire as it pertains to the mountains and other areas along the Front Range, but grasslands that encompass city and county open spaces can quickly ignite during dry seasons and times of drought. Fire may be started from an outside source such as lightning or a carelessly discarded cigarette or match. These sources may ignite a structure, dry grass, trees, or other items that have been left outside that are susceptible to fire. Additional questions should be directed to North Metro Fire Rescue District, Fire Prevention Division at 720-887-8217, extension 2221.

Take this information and your own knowledge of your business and complete the *Fire* risk assessment chart below. In completing this risk assessment consider the effects on worker safety, of a potential power outage, damage to the building, vehicles and/or equipment. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.



| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|---------------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| Rating Scale | 1 → 5 | | 1 → 5 | | 1 → 5 | | 1 → 5 | | 1 → 5 | | |
| Fire | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

HEAT WAVE & DROUGHT

During the mid 1970's and 2002, the city implemented mandatory water restrictions. A heat wave during the Summer of 2005 caused several power outages throughout the City and County of Broomfield. This was the result of air conditioners and cooling systems being run in residential as well as business districts.

A heat wave is defined as temperatures that hover 10 degrees or more above the average high temperature for the region and last for several weeks. In an average year, about 175 Americans succumb to summer heat waves. In the 40 year period from 1936 through 1975, nearly 20,000 people were killed in the United States by the effects of heat and solar radiation. Extreme heat kills by pushing the human body beyond its limits. Most heat disorders occur because the victim has been overexposed to heat or has over exercised for his or her age and physical condition. Employees working out in the sun and heat should be made aware of the risks and should take action to minimize the risks. Other conditions that can induce heat-related illnesses include stagnant atmospheric conditions and poor air quality. In all of these situations consider the effects of extreme heat to employees.

Heat wave is often associated with periods of drought. Droughts occur when a long period passes without substantial rainfall. Drought is perhaps one of the most complex natural hazards because it is not a distinct event, with a clearly defined beginning or end. It usually has a rather slow onset, can affect a very large area, and does not cause much structural damage. Drought can severely impact the region both physically and economically. As the population in the region continues to grow, so will the demand for water. Everyone and every business can be affected by a heat wave, drought, or water shortage. The impact will depend on the type of business that you may be conducting. A landscaping business will be affected much more severely than a business that is not dependent on water supplies to support their product.

Take this information and your own knowledge of your business and complete the *Heat Wave & Drought* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, of a potential power outage, and water restrictions. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | Human Impact | Property Impact | Business Impact | Internal / External Resources | Total |
|--------------------------------|------------------------|------------------------|------------------------|------------------------|--|-------|
| Rating Scale | Low High 1 —————> 5 | Low Need / Resources Available High Need / Resources Not Available 1 —————> 5 | |
| Heat Wave & Drought | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

HAZARDOUS MATERIALS

Broomfield like all U.S. communities is full of chemicals. Although these chemicals make our lives easier, they also pose a hazard. They are stored within our facilities, and outside our facilities. In addition to on-site storage of chemicals, you should be aware of the potential for an off-site incident affecting your operations. Hazardous materials travel through our town via automobiles, tanker trucks, pipelines and trains daily. They are also stored by our neighboring businesses that could pose a threat to you and your business. A hazardous material spill or release can pose a risk to life, health or property. An incident can result in the evacuation of a few people, a section of a facility or an entire neighborhood. Consider the affects of a hazardous material spill inside of your facility as well as outside.

A hazardous material is any item or agent (biological and/or chemical) which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors. Hazardous materials are used in industry, agriculture, medicine, research, and consumer goods. Hazardous materials come in the form of a gas, solid, or liquid. They may be explosive, flammable and/or combustible, poisonous, or radioactive in nature. Releases are most often a result of transportation accidents, servicing of processing equipment, or improper handling.

Most chemicals are regulated in how they are stored, transported, and disposed of by the EPA and U.S. Department of Transportation. The State of Colorado may further regulate those same chemicals. Permits may even be required for certain types of businesses. OSHA regulations such as *HAZWOPER* (29 CFR 1910.120) and *HAZCOM* (29 CFR 1910.1200), created for employee safety, are the standard for emergency response protocols and for chemical risk communication. All of the regulations serve a purpose of mitigating acute and chronic effects to life and the environment. Following these to the letter ensures a clean environment and protection of workers and the community.

Title III of SARA regulates the packaging, labeling, handling, storage and transportation of hazardous materials. The law requires facilities to furnish information about the quantities and health effects of materials used at the facility, and to promptly notify local and State officials whenever a significant release of hazardous materials occurs.

Detailed definitions as well as lists of hazardous materials can be obtained from the Environmental Protection Agency (EPA) and Occupational Safety and Health Administration (OSHA) (*refer to REFERENCES on page 88*).

There are a number of Federal laws that regulate hazardous materials, including but not limited to:

- Superfund Amendments and Reauthorization Act of 1986 (SARA)
- Resource Conservation and Recovery Act of 1976 (RCRA)
- Hazardous Materials Transportation Act (HMTA)
- Occupational Safety and Health Act (OSHA)
- Toxic Substances Control Act (TSCA)
- Clean Air Act
- Clean Water Act

RISK ASSESSMENT

HAZARDOUS MATERIALS

State regulations include:

- Radiation Control Regulations—6 CCR 1006-1
- Solid Waste Regulations—6 CCR 1007-2
- Colorado Hazardous Waste Regulations—6 CCR 1006-3

Local regulations include:

- Industrial Pre-Treatment Program - Wastewater
- 2003 International Fire Code - Hazardous Occupancies

Hazardous materials security is now in the forefront. If in the wrong hands, chemicals can be used alone or in combination with other chemicals to cause intentional physical harm to people or property. Always keep security as a top priority whenever you have significant amounts of hazardous materials on site. Even if your business does not use hazardous materials, follow through in planning so that you and your employees know how to respond when another business has a potential release.

Take this information and your own knowledge of your business and complete the *Hazardous Materials* risk assessment worksheet below. In completing this risk assessment consider the effects on worker safety, the environment, and laws regulating hazardous materials. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|----------------------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| Rating Scale | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | |
| Hazardous Materials | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

CRIME

The City & County of Broomfield is one of the safest communities in Colorado. In 2002 and again in 2004, a comprehensive citizen survey concerning city and county services was conducted of Broomfield residents. In both surveys, respondents indicated a strong feeling of safety in this community. This is a reflection of the business community as well as the residential areas throughout the city.

Businesses are more at risk of crime than private households. Reducing the risk of crime will help protect your profits and make sure that the people who work with you are safe. Crime to businesses can cost you both time and money. Businesses are at risk of victimization from internal and external sources. The section on business crime has been divided into two categories: Violent Crime and Non-violent Crime. Violent crimes include, terrorism, bomb threats, workplace violence, and robbery. Non-violent crimes may include, theft, shoplifting, and fraud. As you can see there is a wide variety of information that covers both persons and property, on a large and small scale. These are not the only crimes that impact businesses, but they are the most common. If you would like further information or additional training for yourself or your employees on any of these topics or other topics related to the Police Department, please contact the Public Education Coordinator at 720-887-2084.

Moving on to the crime risk assessment section will further prepare your business.

VIOLENT CRIME

Although the crime in Broomfield is relatively low, there are still inherent risks to each business. Violent crimes include but are not limited to, *Terrorism, Bomb Threats / Suspicious Packages, Workplace Violence, and Robbery*. Determining the overall risk to your business in regards to violent crimes will depend on the type of business that you may be conducting.

TERRORISM

The 9/11 attacks have brought terrorism to the forefront. Although the City and County of Broomfield is not a major target for terrorism we should still be prepared for this type of threat. Consider the overall affects that a terrorist attack at other locations may have on your local operations.

BOMB THREAT / SUSPICIOUS PACKAGES

Bomb threats can come from a wide variety of sources including, but not limited to, terrorist groups, disgruntled former or existing employees or customers. Although most bomb threats are made by phone, the number of threats received by e-mail and other means (videotape, notes, suspicious packages) has increased in recent years. Employees should be aware of items that may be out of place or that do not belong and should be trained to report the instances as soon as possible. Those that work in the facility will be the best judge when it comes to identifying something that does not belong. They will also be the best resource for providing information to first responders. Consider the overall effect of a potential shut down and evacuation of your facility.

WORKPLACE VIOLENCE

Workplace violence such as a disgruntled employee or, angry patron, has become an increasingly serious problem throughout all segments of our society. To understand the magnitude or seriousness of workplace violence, consider the following:

- Workplace violence is the fastest growing form of murder in the USA.
- In the United States, 10.25% of men killed at work die of murder while the figure for women is 40.34%. It is the leading cause of workplace death for women.
- According to the National Institute of Occupational Safety and Health, each year more than 1,600 people are murdered at work.

ROBBERY

Robbery is a crime that will affect a retail business, restaurant, bank, or other business where cash may be readily available. If your business deals with a lot of cash based transactions you and your employees are at risk of a possible robbery. Armed robbery is one of the most serious and potentially dangerous crimes today. A robber commits a hold-up because he or she believes that their profit will be worth the risk. By decreasing the possible profit and increasing the risk of apprehension, potential victims can reduce their chance of becoming a target.

Take this information and your own knowledge of your business and complete each section of the *Terrorism, Bomb Threat, Workplace Violence, and Robbery*, risk assessment worksheet below. In completing this risk assessment consider the type of business activities, including but not limited to, cash flow, political affiliations, and customer base. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | | Human Impact | | Property Impact | | Business Impact | | Internal / External Resources | | Total |
|---------------------------|-------------|------|--------------|------|-----------------|------|-----------------|------|--------------------------------|-------------------------------------|-------|
| Rating Scale | Low | High | Low | High | Low | High | Low | High | Low Need / Resources Available | High Need / Resources Not Available | |
| | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | 1 | → 5 | |
| Terrorism | | | | | | | | | | | |
| Bomb Threat | | | | | | | | | | | |
| Workplace Violence | | | | | | | | | | | |
| Robbery | | | | | | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

RISK ASSESSMENT

NON-VIOLENT CRIME

NON-VIOLENT CRIME

Non-violent crime such as theft, fraud, and shoplifting, are the most common risks associated with businesses.

THEFT

Theft can occur by both internal and external sources. Studies frequently cite internal theft as a major cause for small business failures. This includes the theft of business equipment, products, or altering the books to benefit an individual. It may be the theft of any property or profits associated with your business. Theft can also be committed by customers or by outside contractual workers. Developing procedures to limit the opportunity and reducing the risk for the occurrence of theft of all types is key to a successful business.

FRAUD

Fraud can be defined as intentional deception. Fraud can occur from a variety of sources and will have a huge impact on profits as well as the costs that are ultimately passed on to each and every consumer. Checks, credit cards, counterfeit currency, and invalid returns are the major sources of fraud. Businesses most at risk are those that are purchasing a variety of goods and services, and those that are selling goods and services. The degree to which your business may be at risk will depend on the activity conducted at your business.

SHOPLIFTING

Shoplifting is a risk that costs businesses and consumers millions of dollars each year. These losses to a business are then passed on to consumers through an increase in costs to cover the losses that have occurred. Businesses at risk of shoplifting are retail stores selling items of all types. If your business deals with the sale of products of any kind you are at risk.

Take this information and your own knowledge of your business and complete each section of the *Theft, Fraud, and Shoplifting* risk assessment worksheet below. In completing this risk assessment consider the type of business activities that you are conducting. Keep in mind that a retail business is more susceptible to shoplifting, but all types of businesses are at risk of theft and fraud. For clarification on each area of the risk assessment listed below refer to the information on pages 31 & 32.

| Risk | Probability | Human Impact | Property Impact | Business Impact | Internal / External Resources | Total |
|---------------------|-------------------|-------------------|-------------------|-------------------|---|-------|
| Rating Scale | Low High 1 → 5 | Low Need / Resources Available High Need / Resources Not Available 1 → 5 | |
| Theft | | | | | | |
| Fraud | | | | | | |
| Shoplifting | | | | | | |

Add the Columns

Total the scores for each hazard. While this is a subjective rating, the comparisons will help determine planning and resource priorities. Add each column and transfer the number to the *Risk Assessment Chart* on page 47.

RISK ASSESSMENT CHART

| Risk | Total |
|----------------------------------|-------|
| Power Outages | |
| Earthquake | |
| Winter Storms | |
| Thunderstorms (Lightning & Hail) | |
| Tornadoes | |
| Flooding | |
| Fire | |
| Heat Wave/Drought | |
| Hazardous Materials | |
| Terrorism | |
| Bomb Threat | |
| Workplace Violence | |
| Robbery | |
| Theft | |
| Fraud | |
| Shoplifting | |

PRIORITIZATION CHART

| | |
|----|-----|
| 1. | 9. |
| 2. | 10. |
| 3. | 11. |
| 4. | 12. |
| 5. | 13. |
| 6. | 14. |
| 7. | 15. |
| 8. | 16. |

MOVING ON

Now that you have completed your *Risk Assessment* you should begin developing your *Hazard Specific Plans* based on your prioritization chart. The information provided will assist you in thoroughly preparing for each hazard.

HAZARD SPECIFIC PLANS

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HAZARD SPECIFIC PLANS—INTRODUCTION

Based on your prioritized list from your risk assessment, begin developing your hazard specific plans. Each hazard specific plan will include all phases of emergency management: mitigation, preparedness, response and recovery. Each component builds on the next.

Mitigation measures are the activities, or actions that can be taken to lessen the impact to people and property posed by hazards you have identified. Many of the identified hazards cannot be prevented; however, you can lessen the impact if something occurs by planning properly.

Preparedness builds on mitigation activities and includes the actions taken to “get ready” for a disaster. Some of these include training, conducting drills, and establishing the procedures to be implemented during the response and recovery phases of a disaster.

Response is when the action occurs during a disaster. The activities associated with the mitigation and preparedness that you have identified must now be implemented. Although there are some activities that are standard for “All-Hazards” there are a few activities that may be more specific for each identified hazard or risk.

Recovery in a disaster can be tedious and time consuming. Your preparedness activities will greatly affect your recovery time. The better prepared you are to withstand the impact of a disaster, the shorter your recovery time will be. “Picking up the pieces” to get your business and all of its employees back on track is the intent of the recovery phase. Identifying specific recovery activities will assist you with a speedy recovery that helps to limit the devastating impacts that may have occurred during a disaster.

Once you have completed all of your hazard specific plans you have created a thorough “All-Hazards” emergency plan that is specific to your business.

HAZARD SPECIFIC PLANS

EARTHQUAKE

EARTHQUAKE

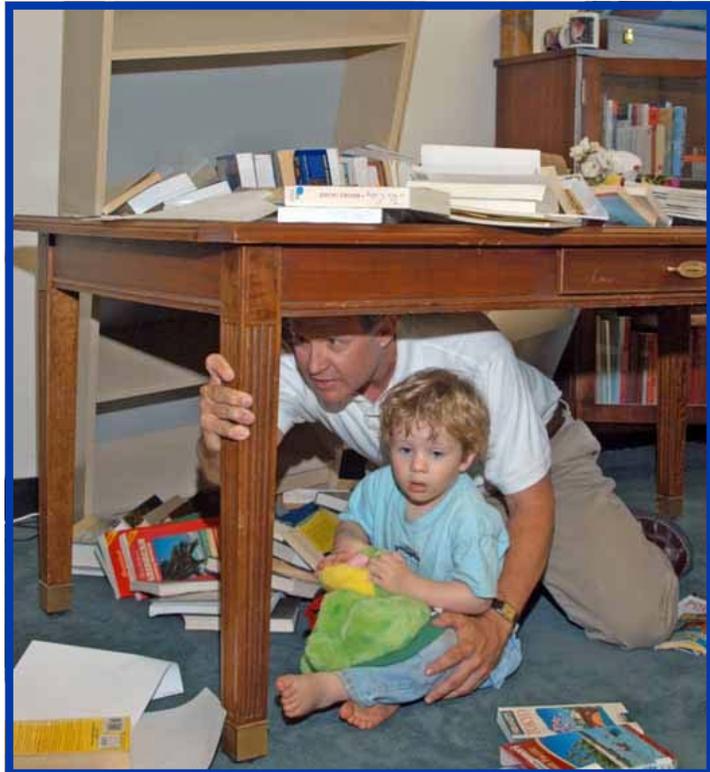
To develop your earthquake specific plan complete the following list:

Mitigation and Preparedness

- Obtain a NOAA Weather Radio (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).
- Have your facility inspected by a structural engineer. Develop and prioritize strengthening measures. These may include:
 - Adding steel bracing to frames
 - Adding sheer walls to frames
 - Strengthening columns and building foundations
 - Replacing un-reinforced brick filler walls
- Follow safety codes when constructing a facility or making major renovations (*contact the City and County of Broomfield, Building Department at 303-438-6370*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Inspect non-structural systems for stability such as air conditioning, communications and pollution control systems.
- Inspect your facility for any item that could fall, spill, break or move during an earthquake.
- Move large and heavy objects to lower shelves or the floor.
- Secure shelves, hot water heaters, filing cabinets, tall furniture, desktop equipment, computers, printers, copiers and light fixtures.
- Secure fixed equipment and heavy machinery to the floor.
 - Larger equipment can be placed on casters and attached to tethers which attach to the wall.
- Add bracing to suspended ceilings.
- Install safety glass if possible.
- Secure large utility and process piping.
- Keep copies of design drawings of the facility to be used in assessing the facility's safety after an earthquake.
 - Store copies on-site and off-site.
- Review processes for handling and storing hazardous materials.
- Store incompatible chemicals separately.
- Establish procedures to determine whether an evacuation is necessary after an earthquake (*refer to EVACUATION on page 17*).
- Designate areas in the facility away from exterior walls and windows where occupants should gather after an earthquake if an evacuation is not necessary.
- Determine procedures for facility shutdown and early release of employees (*refer to RECOMMENDED PLANNING AREAS / DESIGNATE DELEGATION OF AUTHORITY on page 8*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

Response

- If indoors, stay there.
 - Take cover under a sturdy piece of furniture or counter, or brace yourself against an inside wall.
 - Protect your head and neck.
 - Do not use elevators
- If outdoors, move into an open space or area.
 - Away from buildings, street lights and utility wires.
- Check on the other people in your building.
 - Provide first aid to the best of your abilities and training.
 - Call 9-1-1 if injuries exist (*refer to 9-1-1 on page 15*).
- Account for everyone. Use the established system for accounting for personnel. Some guidelines include:
 - Assign personnel to document who is working in the facility. This should include contractors, temporary workers, and customers. Maintaining a sign-in log for outside personnel works well for tracking purposes.
 - Establishing a “Buddy System” for assuring that everyone is accounted for. These can be floor wardens, supervisors, or work teams.
- Check for damage. Especially anything that may be causing hazardous conditions. Situations that may occur include:
 - Fire—if possible, put out small fires. Call for help!
 - Gas leaks—only turn off the gas if you suspect a leak because of broken pipes or detect the odor or sound of leaking natural gas. Use a wrench to close your main gas valve by turning it counterclockwise.
 - Damaged electrical wiring—shut off power at the main breaker switch if there is any damage to wiring. Leave the power off until the damage is repaired.
 - Downed utility lines—if you see downed power lines, consider them energized and keep yourself and others well away.
 - Activities following an earthquake will depend on the severity of the quake itself. Taking the time to implement mitigation measures will affect your response and recovery actions.
- Monitor media resources such as NOAA Weather Radio, AM/FM radio, or television for emergency instructions (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).



HAZARD SPECIFIC PLANS

EARTHQUAKE

Recovery

- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).
- Take an inventory of damaged goods. Assess the impact of the event on your business. Account for all damage-related costs.
- Photograph or videotape the damage.
- Protect undamaged property. Physically secure the property.
- Call for an inspection by a structural engineer to be sure the building is sound enough to re-enter and conduct business.

WINTER STORMS

Planning for the most severe snow storm will prepare you for the more frequent 2– 4” accumulation snow storm in this area. The following checklist will help to lessen the impact of the effects of slight flurries or a blizzard.

Mitigation and Preparedness

- Obtain a NOAA Weather Radio to monitor severe weather (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Determine procedures for facility shutdown and early release of employees (*refer to RECOMMENDED PLANNING AREAS / DESIGNATE DELEGATION OF AUTHORITY on page 8*).
- Determine employee notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Store food, water, blankets, battery-powered radios with extra batteries and other emergency supplies for employees who become stranded at the facility.
- Consider purchasing a backup power source, such as a generator for critical operations.
- Arrange for snow and ice removal from parking lots, walkways, loading docks, etc. This may be sub-contracted or assigned to immediate personnel.
- Service snow removal equipment and have a supply of “ice melt” on hand to melt ice on walkways. Also keep a supply of kitty litter or sand to generate temporary traction.
- Learn the **warning terms** for Winter Storms so that you clearly understand the risk to your employees and business.
 - **“Winter Storm Watch”** indicates that severe winter weather may affect your area. Be alert, a storm is likely.
 - **“Winter Storm Warning”** indicates that severe winter weather conditions are definitely on the way. Take action, the storm is in or entering the area.
 - **“Blizzard Warning”** means that large amounts of falling or blowing snow and sustained winds of at least 35 mph are expected for several hours. Snow and strong winds will produce blinding conditions, near zero visibility, deep drifts, and life-threatening wind chill—seek refuge immediately!
 - **“Winter Weather Advisory”** means winter weather conditions are expected to cause significant inconveniences and may be hazardous, especially to motorists.
 - **“Frost / Freeze Warning”** indicates below freezing temperatures are expected, and may cause damage to plants.
 - **“Wind Chill”** is a calculation of how cold it feels outside when the effects of temperature and wind speed are combined. A strong wind combined with a temperature of just below freezing can have the same effect as a still-air temperature approximately 35 degrees colder.

HAZARD SPECIFIC PLANS

WINTER STORMS

- Train employees on established plans and procedures.
- Keep all vehicles fueled, in good repair.
 - Winter tires
 - Battery
 - Antifreeze
 - Wipers
 - Windshield washer fluid
 - Ignition system
 - Thermostat
 - Lights
 - Flashing hazard lights
 - Exhaust system
 - Heater
 - Brakes
 - Defroster
 - Oil level
- Equip vehicles with the following basics:
 - Shovel
 - Windshield ice scraper and snow brush
 - Flashlight and extra batteries
 - First aid kit
 - Tool kit
 - Tow chain or rope
 - Road salt, sand, or cat litter
 - Emergency flares and a fluorescent distress flag
 - Blanket
 - Water and snack food
 - Jumper cables



Response

- Monitor media resources such as NOAA Weather Radio, AM/FM radio, or television for current and potential weather updates (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Review the warning terms for Winter Storms if needed.
- Access food, water, blankets, battery-powered radios with extra batteries and other emergency supplies for employees who become stranded at the facility.
- Access your back-up power source if needed.
- Implement employee notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
 - Notify employees' families about the status of personnel on the property.
 - Notify off-duty personnel about work status.
- Determine if the facility should be temporarily shut down (*refer to RECOMMENDED PLANNING AREAS / DESIGNATE DELEGATIONS OF AUTHORITY on page 8*).
- Implement the task assignments related to each employee.
 - Snow and Ice Removal from sidewalks.
 - Snow and Ice Removal from business vehicles.

Recovery

- Take an inventory of damaged goods.
 - Assess the impact of the event on your business.
 - Account for all damage-related costs.
- Photograph or video tape the damage.
- Protect undamaged property.
 - Physically secure the property.
- Inspect grounds to assure that ingress and egress is not blocked by debris.
- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).



HAZARD SPECIFIC PLANS

THUNDERSTORMS

THUNDERSTORMS (LIGHTNING & HAIL)

To develop your thunderstorm, lightning & hail, specific plans complete the following list:

Mitigation and Preparedness

- Obtain a NOAA Weather Radio (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the **warning terms** for Thunderstorms so that you clearly understand the risk to your business.
 - **“Thunderstorm Watch”** indicates conditions are favorable for thunderstorms to produce wind gusts to 58 mph or stronger, or hail to 3/4 inch or larger in the watch area. These watches are issued for 4 to 6 hours at a time and for a number of counties. Stay informed, watch the sky, and take cover if a severe thunderstorm is approaching.
 - **“Thunderstorm Warning”** indicates a severe thunderstorm has been detected by radar, or by a trained spotter. Take cover if you are near the severe thunderstorm area.
- Purchase appropriate insurance to cover any loss or damage (*refer to INSURANCE on page 12*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Install electrical surge protectors.
- Train employees on established plans and procedures.



Response

- Monitor a NOAA Weather Radio, AM/FM Radio, or television for local weather updates, and any emergency instructions (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Bring in outside workers and postpone outdoor activities if thunderstorms are imminent.
 - Avoid touching metal. Utility lines and metal conduct electricity.
 - Avoid hilltops, trees or telephone poles.
 - Stay away from open water during a thunderstorm.

HAZARD SPECIFIC PLANS

THUNDERSTORMS

- Unplug equipment not necessary for the current operations of your business. Power surges can cause serious damage.
 - Save electronic files often and shut down your computer system if possible.
- Discontinue phone usage during a thunderstorm.
- Get off or away from metal equipment (golf carts, metal ladders, metal fencing materials, metal sign posts, etc.). Keep several yards away from other people. In open areas, go to a low place like a ravine, gully or valley.
- Stay indoors and away from windows during a storm.
- Seek medical assistance if you are affected by lightning.
 - Call 9-1-1 if necessary (*refer to 9-1-1 on page 15*).



Recovery

- Check and document any structural damage to the business.
- Check and document any body damage to all equipment including vehicles associated with your business.
- Check for and document damage to landscaping, trees, signs, etc.
- Plug in any equipment that was unplugged during the storm.
- Turn on computers.
- Notify your insurance company to file a claim if appropriate (*refer to INSURANCE on page 12*).



TORNADOES

To develop your tornado specific plan complete the following list:

Mitigation and Preparedness

- Obtain a NOAA Weather Radio (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the **warning terms** for Tornadoes so that you clearly understand the risk to your business.
 - **“Tornado Watch”** is issued by the National Weather Service when tornadoes are possible in your area. Remain alert for approaching storms. This is the time to remind employees where the safest places within your business are located. When a Tornado Watch is announced, it means conditions are present for a tornado.
 - **“Tornado Warning”** is issued when a tornado has been sighted or indicated by weather radar. Take shelter immediately. Keep a radio or television tuned for further information.
- Create a Shelter-In-Place plan (*refer to SHELTER-IN-PLACE DURING A TORNADO on page 19*).
- Make plans for evacuating personnel away from lightweight modular offices or mobile home-size buildings (*refer to EVACUATION on page 17*). These structures offer no protection from tornadoes.
- Determine procedures to inform personnel when tornado warnings are posted (*refer to EMERGENCY NOTIFICATION on page 13*).
- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Train employees on established plans and procedures.



Response

- Monitor a NOAA Weather Radio, AM/FM Radio, or television for local weather updates and any emergency instructions (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Notify personnel of any changes in the “watches / warnings” that are being transmitted (*refer to EMERGENCY NOTIFICATION on page 13*).
- Activate your Shelter-In-Place plan (*refer to SHELTER-IN-PLACE DURING A TORNADO on page 19*).
 - Once in the shelter, personnel should protect their heads with their arms and crouch down.
- Evacuate personnel away from lightweight modular offices or mobile home-size buildings (*refer to EVACUATION on page 17*).
- Account for personnel (*refer to SHELTER-IN-PLACE DURING A TORNADO on page 19*).
- Inform personnel when it is all-clear and safe to return to work (*refer to EMERGENCY NOTIFICATION on page 13*).

Recovery

- Follow-up with notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
 - Notify employees’ families about the status of personnel on the property.
 - Notify off-duty personnel about work status.
- Take an inventory of damaged goods.
 - Assess the impact of the event on your business.
 - Account for all damage-related costs. This should include structural, landscaping, trees, signs, etc.
- Photograph or videotape the damage.
- Protect undamaged property.
 - Physically secure the property.
- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).



FLOODING

To develop your flood plan complete the following list:

Mitigation and Preparedness

- Learn the history of flooding in your area (*refer to RISK ASSESSMENT / FLOODING on page 39*).
 - Contact the City and County of Broomfield, Community Development, Engineering, at 303-438-6380.
- Obtain a NOAA Weather Radio (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Determine procedures for facility shutdown and early release of employees (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Determine an evacuation plan (*refer to EVACUATION on page 17*).
- Inspect areas in your facility subject to flooding (basements, first floor or garden level offices, parking lots, etc.).
- Ensure that water pipes are protected from freezing temperatures.
 - Wrap water pipes with heat tape.
- Move records and equipment off of the floor and away from flood prone areas.
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Learn the early **warning terms** for possible Flooding so that you and your employees clearly understand the risk to your business.
 - **“Flash Flood or Flood Watch”** be alert to signs of flash flooding and be ready to evacuate on a moments notice.
 - **“Urban and Small Stream Flood Advisory”** local flooding of small streams, streets, or low-lying areas, such as railroad underpasses, is occurring or is imminent.
 - **“Flash Flood Warning”** a flash flood is imminent—act quickly to save yourself, because you may have only seconds. Move to higher ground.
 - **“Flood Warning”** flooding has been reported or is imminent—take necessary precautions at once.
- If your business is located in a flood area, purchase a flood insurance policy (*refer to INSURANCE on page 12*).
 - Ask your insurance carrier for information about flood insurance. Regular property and casualty insurance does not cover flooding.
- Set up a contract with a water damage clean up specialist.
- Train employees on established plans and procedures.



Response

- Monitor a NOAA Weather Radio, AM/FM Radio, or television for local weather updates, and any emergency instruction (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Implement employee notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Implement facility shutdown procedures if applicable (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
- Prepare to evacuate (*refer to EVACUATION on page 17*).
 - Secure your business.
 - Move essential items to an upper floor.
- Activate evacuation procedures if there is rising water within your facility or an evacuation is ordered by local officials (*refer to EVACUATION on page 17*).
 - Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.
 - Move to higher ground.
 - Avoid areas subject to sudden flooding.
 - Do not try to walk across running water; even shallow water can sweep you off your feet.
 - Do not drive into flooded areas. If your car stalls, abandon it immediately, and seek higher ground if possible.
- Check water pipes for leaks or cracks periodically during the winter months, especially following periods of freezing temperatures.



Recovery

- Take safety precautions, return only when local authorities indicate it is safe.
 - Listen for news reports to learn whether the community's water supply is safe to drink.
 - Continue to avoid remaining flood waters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
 - Be aware of areas where flood waters have receded. Roads may have weakened and could collapse under the weight of a car.
 - Stay away from downed power lines, and report them to the power company.
 - Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Notify all employees about work status (*refer to EMERGENCY NOTIFICATION on page 13*).

HAZARD SPECIFIC PLANS

FLOODING

Recovery

- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).
- Take an inventory of damaged goods.
 - Assess the impact of the event on your business.
 - Account for all damage-related costs. This should include structural, landscaping, trees, signs, etc.
- Take photographs or videotape the damage.
- Contact your pre-determined water damage clean up specialist or;
- Clean and disinfect everything that got wet.
 - Mud left from flood water can contain sewage and chemicals.
- Service damaged septic tanks, cesspools, pits, and leaching systems as soon as possible.
 - Damaged sewage systems are serious health hazards.

FIRE

To develop your fire plan complete the following list:

Mitigation and Preparedness

- Install appropriate fire protection systems required for your business (*refer to FIRE PROTECTION SYSTEMS on page 26*).
- Fire extinguishers—place fire extinguishers in a visible and accessible location.
- Learn how and when to use fire extinguishers (*contact the North Metro Fire Rescue Life Safety Educator at 303-252-3009 for information on fire extinguisher use*).
- Create a facility evacuation plan (*refer to EVACUATION on page 17*).
- Conduct drills (*contact North Metro Fire Rescue at 303-252-3009*).
- Create and post floor plans that include:
 - Location of all fire exits, stairs, fire escapes, possible escape routes, circuit breaker boxes, mechanical shut-offs, first aid supplies, fire extinguishers, manual pull stations and emergency equipment.
- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Determine procedures for facility shutdown and early release of employees (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Learn the fire protection systems available in the City and County of Broomfield (*refer to FIRE PROTECTION SYSTEMS on page 26*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

Additional Safety Tips

- Use electricity safely—if your appliances or machinery smokes or have odd smells, blow fuses, trip circuit breakers or have frayed / cracked cords—replace the appliance or machinery!
- Do not run extension cords across doorways or overload your circuits. Extension cords are for temporary use.
- Space heaters—keep portable heaters at least 3 feet away from anything that can burn. Turn them off when you leave for the day.

Response

- Call 9-1-1 (*refer to 9-1-1 on page 15*).
- Activate notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Evacuate immediately—implement your facility evacuation plan (*refer to EVACUATION on page 17*).

During a fire evacuation the following procedures should be considered:

- Crawl low under smoke—smoke and heat rise, so crawling low will provide you with cleaner and cooler air. Get down on your hands and knees with your head 1-2 feet above the floor.
- Remain calm—do not panic, listen to instructions.

During a fire evacuation the following procedures should be considered:

- Hot doors should be left closed. Before opening any door, touch it near the bottom, middle and top to check if it is hot. If it is hot, do not open it; use your secondary exit.
- Use the stairs, not the elevators. Elevators are never to be used during evacuation, unless directed to do so by the Fire Department. Special accommodations must be made for wheelchair bound employees.
- Head away from the problem area to a designated safe assembly area. Remain in this area until instructed to return to the building or relocate.
- Close windows, turn off lights and close (but do not lock) doors.
- Keep to the right, grasp available handrails, walk, keep silent, and if the assigned exit is not usable, take the next nearest exit.

Recovery

- Follow-up with notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
 - Notify employees' families about the status of personnel on the property.
 - Notify off-duty personnel about work status.
- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).
- Take an inventory of damaged goods.
 - Assess the impact of the event on your business.
 - Account for all damage-related costs. This should include structural, furniture, machinery, equipment, landscaping, trees, signs, etc.
- Photograph or videotape the damage.
- Protect undamaged property.
 - Physically secure the property.

HEAT WAVE & DROUGHT

To develop your heat wave & drought plan complete the following list:

Mitigation and Preparedness

- Learn the **warning terms** for Heat Wave so that you clearly understand the risk to your employees, customers and overall business.
 - **“Heat wave”** is a prolonged period of excessive heat and humidity. The National Weather Service steps up its procedures to alert the public during these periods of excessive heat and humidity.
 - **“Heat index”** is a number in degrees Fahrenheit (F) that tells how hot it really feels when relative humidity is added to the actual air temperature. Exposure to full sunshine can increase the heat index by 15 degrees F.
- Learn the signs and symptoms of heat related medical conditions.
 - **“Heat cramps”** are muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are an early signal that the body is having trouble with the heat.
 - **“Heat exhaustion”** typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Blood flow to the skin increases, causing blood flow to decrease to the vital organs. This results in a form of mild shock. If not treated, the victim may suffer heat stroke.
 - **“Heat stroke or sunstroke”** is life-threatening. The victim’s temperature control system, which produces sweating to cool the body stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.
- Purchase appropriate insurance to cover any loss or damage (*refer to INSURANCE on page 12*).
 - Contact your insurance provider for specific information.
- Consider purchasing a backup power source, such as a generator for critical operations.
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Install air conditioning if you don’t already have this available.
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

Response

- Monitor local weather forecasts and any emergency instructions.
- Stay indoors as much as possible and limit exposure to the sun.
- Encourage employees to drink plenty of water. Persons who have epilepsy or heart disease, kidney disease, or liver disease, are on fluid-restricted diets, or have a problem with fluid retention should consult a doctor before increasing liquid intake.
- Call 9-1-1 if a medical emergency occurs (*refer to 9-1-1 on page 15*).
 - Perform first aid to the level of your training.

HAZARD SPECIFIC PLANS

HEAT WAVE & DROUGHT

Treatment of Heat Emergencies:

- **“Heat cramps”**: Get the person to a cooler place and have him or her rest in a comfortable position. Lightly stretch the affected muscle and replenish fluids. Give a half glass of cool water every 15 minutes. Do not give liquids with alcohol or caffeine, as they can make conditions worse.
- **“Heat exhaustion”**: Get the person out of the heat and into a cooler place. Remove or loosen tight clothing and apply cool, wet cloths, such as towels or sheets. If the person is conscious, give cool water to drink. Make sure the person drinks slowly. Give a half glass of cool water every 15 minutes. Do not give liquids that contain alcohol or caffeine. Let the victim rest in a comfortable position, and watch carefully for changes in his or her condition.
- **“Heat stroke”**: Heat stroke is a life-threatening situation. Help is needed fast. Call 9-1-1. Move the person to a cooler place. Quickly cool the body. Immerse victim in a cool bath, or wrap wet sheets around the body and fan it. Watch for signals of breathing problems. Keep the person lying down and continue to cool the body any way you can. If the victim refuses water or is vomiting or there are changes in the level of consciousness, do not give anything to eat or drink.

Recovery

- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).
 - There is not insurance that is specific to heat wave and drought, but conditions may be covered under other types of insurance coverage. Contact your insurance carrier for further information.
- Take an inventory of damaged goods and property, including landscaping, trees, etc. This may be an ongoing process depending on the duration of the heat wave and/or drought condition.
- Photograph or videotape the damage.

POWER OUTAGES

To develop your power outage plan complete the following list:

Mitigation and Preparedness

- Obtain a NOAA Weather Radio that is battery operated to monitor severe weather (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*). Make sure that you have a supply of spare batteries.
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).
- Determine ways to maintain vital records (*refer to VITAL RECORDS on page 11*).
- Establish procedures for facility shutdown and early release of employees (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
- Establish employee notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Consider purchasing a backup power source, such as a generator for critical operations.
- Obtain flashlights and spare batteries.
- Install “Emergency Exit” lighting that is battery operated.
- Train employees on established plans and procedures.

Response

Actions taken during a power outage will be weather-dependent, and may be anything from keeping doors and windows closed in the winter to stay warm, to opening windows in the summer to allow fresh air into your business.

- For information contact your specific power company:
 - Xcel Electric: 1-800-895-1999
 - Xcel Gas: 1-800-895-2999
 - United Power: 303-695-0551
 - **DO NOT CALL 9-1-1** for information on a power outage unless you have an emergency.
- Monitor a battery operated AM/FM Radio, or NOAA Weather Radio for weather updates (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Implement notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Access back-up power source.

Recovery

- Take an inventory of damaged goods and property.
 - Assess the impact of the event on your business.
 - Account for all damage related costs. This should include structural, landscaping, trees, etc.
- Photograph or video tape the damage.
- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).

HAZARD SPECIFIC PLANS

HAZARDOUS MATERIALS

HAZARDOUS MATERIALS

To develop your hazardous material plan complete the following list:

Mitigation and Preparedness

- Research and follow government regulations that apply to your business and any chemicals that you produce, store, distribute or dispose. Use the LEPC as a resource.
- Reach out and develop relationships with the local regulatory agencies who enforce these rules and regulations.
- Contact the Local Emergency Planning Committee (LEPC) for technical assistance on reporting or regulatory issues at 720-887-2079.
- Ask the Fire Department, State Health Department, and OSHA to conduct an inspection of your facility's storage, processing, and shipping areas to mitigate any potentially dangerous situations.
- Review processes and inventory schedules – look for ways to reduce the amount of chemicals on site at one time or use safer alternatives.
- Identify and label all hazardous materials stored, handled, produced and correctly disposed of by your business.
- Obtain material safety data sheets (MSDS) for all hazardous materials at your location.
 - Maintain a database of Material Safety Data Sheets for all chemicals on-site and include average and maximum amounts.
 - Store updated hardcopies of all MSDS near exits.
- Learn about proper storage and disposal of hazardous materials.
 - Train employees how to properly handle and store hazardous waste.
 - Train all employees in the proper protective equipment and procedures for chemical use and emergency spill response.
 - Train employees to recognize and report hazardous material spills and releases.
- Obtain appropriate insurance (*refer to INSURANCE on page 12*).
- Establish procedures to notify management, internal emergency responders, and the fire department (*refer to EMERGENCY NOTIFICATION on page 13*).
- Establish procedures to warn employees of an incident (*refer to EMERGENCY NOTIFICATION on page 13*).
- Establish procedures for facility shutdown and early release of employees (*refer to RECOMMENDED PLANNING AREAS / DELEGATION OF AUTHORITY on page 8*).
- Identify other facilities in your area that use hazardous materials. Determine whether an incident could affect your facility (*contact the LEPC for additional information, refer to REFERENCES on page 88*).
- Create a Shelter-in-Place Plan (*refer to SHELTER-IN-PLACE on page 19*).
- Create an Evacuation Plan (*refer to EVACUATION on page 17*).
- Obtain a NOAA Weather Radio (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

HAZARD SPECIFIC PLANS

HAZARDOUS MATERIALS

Response

- Call 9-1-1 (*refer to 9-1-1 on page 15*).
- Implement notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Monitor media resources such as NOAA Weather Radio, AM/FM radio, or television for emergency instructions (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- “Shelter-in-Place” if instructed to do so (*refer to SHELTER-IN-PLACE on page 19*).
- Evacuate if told to do so, or if self discovered. Stay calm and follow the instructions of local authorities (*refer to EVACUATION on page 17*).
- Designate a liaison to coordinate with North Metro Fire Rescue and Broomfield Police.
 - This person should have knowledge of, or access to: MSDS sheets, floor plans, keys, breaker boxes, HVAC system, gas shut-offs, utilities, etc.

Recovery

- Coordinate your remediation plan and reporting with the City and County of Broomfield Public Health, North Metro Fire Rescue, City and County of Broomfield Stormwater Management, and the City and County of Broomfield Building Department (*refer to REFERENCES on page 88*).
- Assure post-incident reports are completed.
 - Many of these regulations must be reported within 24 hours of the incident. North Metro Fire Rescue or the Broomfield Health and Human Services Public Health and Environment Division will be able to assist you with completing any reports.
- Notify insurance carrier (*refer to INSURANCE on page 12*).

HAZARD SPECIFIC PLANS

TERRORISM

TERRORISM

To develop your terrorism plan complete the following list:

Mitigation and Preparedness

- Obtain a NOAA Weather Radio to monitor potential emergency situations (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Create a Shelter-In-Place plan (*refer to SHELTER-IN-PLACE on page 19*).
- Create a facility evacuation plan (*refer to EVACUATION on page 17*).
- Create an area evacuation plan (*refer to EVACUATION on page 17*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Be alert to suspicious activities and report any occurrences/information to the Broomfield Police Department.
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on the established plans and procedures.

Response

- Call 9-1-1 if applicable (*refer to 9-1-1 on page 15*).
- Activate notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Monitor your local radio or television for news and instructions (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Implement evacuation procedures if ordered to do so or if it is the most applicable option (*refer to EVACUATION on page 17*).
 - If you smell gas or suspect a leak, get everyone outside immediately, and refrain from using radios and cell phones.
- Shelter-In-Place if ordered to do so or if it is the applicable option (*refer to SHELTER-IN-PLACE on page 19*).
- Check on co-workers and **ACCOUNT FOR EVERYONE.**
- For updated information contact the City and County of Broomfield Emergency Information Call Center at 303-464-5870 or 303-464-5875 (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Access the City and County of Broomfield's website at www.broomfield.org (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).

Recovery

- Follow-up with notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
 - Notify employees' families about the status of personnel on the property.
 - Notify off-duty personnel about work status.
- Notify insurance carriers and appropriate government agencies (*refer to INSURANCE on page 12*).
- Take an inventory of damaged goods. Assess the impact of the event on your business. Account for all damage-related costs. This should include structural, furniture, machinery, equipment, landscaping, trees, signs, etc.
- Photograph or videotape the damage.
- Protect undamaged property. Physically secure the property.

BOMB THREAT / SUSPICIOUS PACKAGES

To develop your bomb threat / suspicious packages plan complete the following list (*follow corporate procedures if they have already been established*):

Mitigation and Preparedness

- Obtain appropriate insurance coverage (*refer to INSURANCE on page 12*).

Every occurrence should be taken seriously and Bomb Threat / Suspicious Packages plans should include the following:

- Establish evacuation procedures (*refer to EVACUATION on page 17*).
- Establish Lockdown procedures (*refer to SHELTER-IN-PLACE / LOCKDOWN on page 21*).
- Locate and mark emergency exits (*refer to EVACUATION on page 17*).
- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Determine ways to protect vital records (*refer to VITAL RECORDS on page 11*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

Response to Bomb Threat

- Obtain as much information from the caller as possible.
 - Try to keep the caller on the line.
 - Record the call if you can.
 - Be sure to note the tone of the caller's voice.
 - Is the caller a male or female?
 - Are they young or old?
 - Do they have an accent?
 - Are there any background noises that might indicate the location of the caller?
- Call 9-1-1 as soon as possible (*refer to 9-1-1 on page 15*).
- Activate notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Have employees check for suspicious/out-of-place objects.
 - Follow response to suspicious packages section below.
 - Do not touch any suspicious packages.
- Coordinate response with Broomfield Police Department.

BOMB CALL CHECKLIST

Ask:

- When? (*Will it go off*)
- Where? (*Is it located*)
- What? (*Type of bomb, or explosive is it*)
- Why? (*Are you doing this*)
- Who? (*Are you*)

Response to Suspicious Packages

- Evacuate the building if a suspicious package is found (*refer to EVACUATION on page 17*).
 - Do not touch any suspicious packages.
- Call 9-1-1 from safe area using a hard-wired phone. (*refer to 9-1-1 on page 15*).
- Coordinate response with Broomfield Police Department.

Recovery

- Follow-up with notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
 - Notify employees' families about the status of personnel on the property.
 - Notify off-duty personnel about work status.
- Notify insurance carrier (*refer to INSURANCE on page 12*).

WORKPLACE VIOLENCE

To develop your workplace violence plan complete the following list (*follow corporate procedures if they have already been established*):

Mitigation and Preparedness

- Obtain appropriate insurance (*refer to INSURANCE on page 12*).
- Establish access control procedures—every visitor should follow the access control procedures. Visitors should be escorted to places within the organization. If you see someone who does not belong, report the person to someone in charge, or security, if available.
- Establish a violence prevention program.
- Determine Lockdown procedures (*refer to SHELTER-IN-PLACE / LOCKDOWN on page 21*).
- Determine notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established procedures and information based on the following:
 - Employee awareness and timely reporting of suspicious activity are very important to maintaining a safe and secure working environment.
 - The following are warning signs that should help identify potential dangers:
 - Identify ‘Red flags’ that must be reported immediately
 - Significant job/site change
 - Verbal threats
 - Physical or loud outbursts
 - Carrying weapons
 - Depression and/or substance abuse
 - Social withdrawal
 - Boasts about ‘get even’ plans
 - Money withdrawal (unusual amounts or frequency)
 - Watch for characteristics of a potential offender
 - Anti-management
 - Job is the core of their identity
 - Trouble with handling stress
 - Experiencing marital / family difficulties
 - Fascination with guns / empowerment
 - Harboring grudges
 - Poor employee-supervisor relationship
 - Romantic obsession
 - Harassment
- Train employees on personal conduct to minimize workplace violence.
 - Follow these suggestions in your daily interactions with people to de-escalate potentially violent situations. If at any time a person’s behavior starts to escalate beyond your comfort zone, disengage and call 9-1-1.
 - Project calmness. Move and speak slowly, quietly, and confidently.
 - Be an empathetic listener. Encourage the person to talk and listen patiently.
 - Focus your attention on the other person to let them know you are interested in what they have to say.

HAZARD SPECIFIC PLANS

WORKPLACE VIOLENCE

- Maintain a relaxed, yet attentive, posture and position yourself at a right angle rather than directly in front of the other person.
- Acknowledge the person's feelings. Indicate that you can see he or she is upset.
- Be reassuring, and point out choices. Break big problems into smaller, more manageable problems.
- Accept criticism in a positive way. When a complaint might be true, use statements like "You're probably right" or "it was my fault." If the criticism seems unwarranted, ask clarifying questions.
- Ask for his/her recommendations. Repeat back to him/her what you feel is being requested of you.
- Arrange yourself so that the other person cannot block your access to an exit.

Response

- Notify other employees (*refer to EMERGENCY NOTIFICATION on page 13*).
- Lock the business down (*refer to SHELTER-IN-PLACE / LOCKDOWN on page 21*).
- Call 9-1-1 as soon as possible (*refer to 9-1-1 on page 15*).
- Have everyone remain on the premises.
- Be observant, plan to be a good witness. Try to notice as much as possible about the perpetrator.

Additional Safety Tips:

- Do not resist the perpetrator.
- Follow the commands, but do not volunteer to help.
- Do not touch anything.

Recovery

- Follow-up with notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
 - Notify all employees about work status.
- Notify insurance carriers (*refer to INSURANCE on page 12*).
- Contact Broomfield Police Department Victim Assistance at 303-438-6400.

ROBBERY

Personal safety is always the most important consideration when planning how to react to an armed robbery. To develop your robbery plan complete the following list (*follow corporate procedures if they have already been established*):

Mitigation and Preparedness

- Obtain appropriate insurance (*refer to INSURANCE on page 12*).
- Establish opening and closing procedures, and train all employees on those procedures.
 - Have several employees present when opening and closing the business.
 - Keep a minimum amount of cash on hand.
 - Use a money safe.
 - Always keep money out of reach of customers.
 - Keep a list of emergency telephone numbers near the telephone.
 - Report suspicious people and activity.
- Establish precautionary procedures when making bank deposits. These precautions include:
 - Try to make bank deposits during daylight hours with more than one person.
 - Vary the route to the bank.
 - Do not make any stops along the way.
 - Vary the time of day the deposit is made.
 - Disguise the currency bags in plain wrappings or in another container (i.e., brief case, etc.)
 - Vary the personnel doing the deposit, if possible.
 - Vary the vehicle used.
 - Request police protection when handling or transporting large amounts of money.
- Utilize physical security measures such as:
 - Maintain a well-lit interior visible from the street.
 - Physical barriers such as bullet-resistive enclosures between customers and employees provide the greatest protection for workers. Installing pass-through windows for customer transactions and limiting entry to authorized persons during certain hours of operation also limit risk.
 - A storage room that has a lock that can be opened from the inside. Robbers sometimes lock employees in storage rooms. Hide a key in the room if the lock cannot be opened from the inside.
 - Mark the edge of the doorway at varying heights to identify the height of a robber.
 - Mechanisms that permit employees to have a complete view of their surroundings such as convex mirrors, an elevated vantage point, and placement of the employee / customer service and cash register area so that it is clearly visible outside the retail establishment serve as deterrents.
 - For secure areas, use doors and gates with latches that automatically lock on closing.
 - Video cameras—These should be maintained on a regular basis to ensure operability.
 - Seldom used rear and side doors, windows, and other accessible openings should be kept locked always. Doors should have a peephole. Doors used for deliveries should be locked when not in use.
 - Maintain good exterior lighting. Adequate outside lighting of the parking area and approach to the business during nighttime hours of operation enhances employee protection.

- All shrubbery and trees that a criminal could use to hide, should be cut back and maintained.
 - Vary lunch hours and coffee breaks so several employees are always on duty.
 - Try to have at least two employees on duty always. Employing two clerks is a form of “target hardening” because it may make a robbery more difficult to complete and, therefore, more unsuitable to a potential robber.
- Employees should be trained to:
- Watch for and report suspicious actions of people inside and immediately outside the premises.
 - Call the police when worried about a potential risk.
 - Write down the description of the suspect and their vehicle for possible police use.
 - Identify suspicious activities. Examples of suspicious activity could include:
 - Persons monitoring business operations.
 - Persons asking about closing times, volume of business, the amount of money on hand, etc.
 - Persons who appear to just loiter in the area checking the business layout and operations.
 - Persons who may be waiting for a lull in activity and fewer customers.
 - Give every customer entering the business a friendly greeting. Look each customer directly in the eyes. A robber does not want to be identified and such human contact may spoil it for some “would-be” robbers.
 - Require employees to ask for the identification of workers, repair people, guards, police officers, etc. before permitting entry into secured areas.
 - Clean off the counter or work area regularly to remove old fingerprints. This increases the possibilities that a robber may leave a readable print behind. Oil or wax-based cleaners should not be used.
- Establish notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Learn the early warning / information systems available in the City and County of Broomfield (*refer to EARLY WARNING / INFORMATION SYSTEMS on page 23*).
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.
- Establish Lockdown procedures (*refer to SHELTER-IN-PLACE / LOCKDOWN on page 21*).

Response

- Notify other employees (*refer to EMERGENCY NOTIFICATION on page 13*).
- Lock the business down (*refer to SHELTER-IN-PLACE / LOCKDOWN on page 21*).
- Call 9-1-1 as soon as possible (*refer to 9-1-1 on page 15*).
- Have everyone remain on the premises.
- Be observant and plan to be a good witness. Try to notice as much as possible about the robber.

Additional Safety Tips:

- Do not resist the robber.
- Follow the robber’s commands, but do not volunteer to help.
- Do not touch anything.

HAZARD SPECIFIC PLANS

ROBBERY

When You Call the Police and an Officer Arrives

- Provide as much information as possible:
 - Who—Description of the person
 - What—Description of the vehicle, and the direction of travel
 - Where—Exact location within the business
 - When—Time of day, how long ago
 - How—Description of weapons that were used
 - Use all of your senses:
 - Sight—What did you see?
 - Sound—What did you hear?
 - Smell—What did you smell?
 - Assist the investigating officers in every way possible. Cooperate with the police by being available for interviews, not being reluctant to identify suspects and giving evidence in court when notified to do so.

Recovery

- Follow-up with notification procedures (*refer to EMERGENCY NOTIFICATION on page 13*).
- Notify all employees about work status.
- Take an inventory of damaged goods and property. Assess the impact of the event on your business.
 - Do not tell or estimate how much money was lost to the robber unless absolutely necessary. The police can list the amount taken as an “undetermined amount of cash” until the exact amount is determined in an audit.
 - Find out and record anything else that may have been stolen.
- Protect undamaged property. Physically secure the property.
- Notify insurance carriers (*refer to INSURANCE on page 12*).
- Contact the Broomfield Police Department Victim Assistance at 303-438-6400.

THEFT

To develop your theft plan complete the following list (*follow corporate procedures if they have already been established*):

Mitigation and Preparedness

- Obtain appropriate insurance (*refer to INSURANCE on page 12*).
- Develop a purchase policy that specifies how employee purchases are to be processed.
 - Employees should not be allowed to process their own sales.
- Develop audit controls and inventory all supplies, equipment and merchandise regularly
 - Record the make, model and serial number of items such as, computers, machinery, and tools.
- Record what equipment has been assigned to each employee. This includes keys and access cards.
 - Issuance of a key or access card should be based on job necessity.
 - Record who has what specific keys. Conduct periodic audits of this equipment.
 - Unauthorized loaning or duplicating of keys should be strictly forbidden.
 - Employees who resign, retire or are terminated should be required to turn in all of their keys. Holding a final paycheck until all keys are turned in is a good way to ensure that they will no longer have access.
 - Require all employees to have identification cards.
- Develop a policy stating that employees may not take personal articles such as purses, backpacks, lunch boxes and briefcases into merchandise areas.
 - Provide lockers for each employee.
- Develop a policy regarding trash removal.
 - Indicate when trash should be removed from the building and what is to be done with empty boxes.
 - Utilize transparent trash bags.
 - Flatten all trash cartons and boxes and spot check trash containers.
- Develop a policy for the authorization of the removal of scrap materials, such as leftover copper piping, fabric, etc.
- Determine a single monitored exit for employees if possible.
- Establish a policy for dealing with theft by both employees and patrons of your business.
- Develop a policy if you are contracting a cleaning company. The following questions should be asked:
 - How long have the custodians worked for the company?
 - Do they have references from other locations?
 - Are the custodians bonded?
 - Do the custodians work alone or with someone else?
 - Is a supervisor present while custodians are cleaning?
- Establish procedures for performing random checks of employees who arrive early or stay late, especially if there is no need for them to stay.
- Establish a refund policy.
 - Number refunds and monitor refund books.
 - Have returned merchandise inspected by someone other than the person who made the sale.

HAZARD SPECIFIC PLANS

THEFT

- Develop procedures for loading and unloading trucks and other business vehicles.
 - Conduct vehicle inspections. Have supervisory personnel conduct periodic truck checks before the vehicle leaves.
- Establish bookkeeping procedures.
 - Bookkeepers should not be responsible for shipping and receiving merchandise. Purchasing should not be involved in any aspect of accounts receivable or the receipt of merchandise.
 - Schedule periodic audits by outside auditors. Items to be aware of are any signs of nonexistent vendors, irregularities in receipts or payment authorizations, forgeries, fraud or procedures that could lead to embezzlement.
 - Check cash book entries against cash on hand at the end of each day.
 - Bookkeepers should have strict accountability and routine audits of blank checks, order forms, payment authorizations, vouchers, receipt forms and all other forms which authorize or verify transactions.
 - Limit access to check signature stamps.
 - Audit credit card expenses.
 - Persons responsible for preparing payroll should not be involved in its distribution.
 - Competitive bids should be sought for the acquisition of goods and services.
- Develop cash register / drawer procedures.
 - Include steps for signing in and signing out the cash drawer and its contents.
 - Limit the amount of cash allowed to accumulate in a cash register—make unannounced counts on registers.
 - Require that each customer is given a receipt.
- Conduct pre-employment background checks.
- Train supervisors on the following methods of internal theft:
 - Hiding merchandise or goods on their person or in a handbag, lunch box, backpack or briefcase and taking it out at lunch break, smoke break or at the end of their shift.
 - Removing equipment or merchandise from the building in the trash and retrieving it later.
 - Overcharging customers and pocketing the money later on.
 - Taking cash (bill payments) and failing to credit the customer's account.
 - Consuming goods within the store.
 - Giving employee discounts to friends and family members.
 - Providing items free or at a reduced price to co-workers, family members, or friends.
 - Under-ringing a sale and collecting the full amount from a customer for payment and keeping the money.
- Discuss consequences of employee theft with all personnel.
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

Response

- If the theft is in progress call 9-1-1 (*refer to 9-1-1 on page 15*).
- If the theft is not currently in progress call the Broomfield Police Department non-emergency number at 303-438-6400.
- Follow corporate/company policies and procedures if established.
- Note the thief's description, the description of any companion, the direction of travel, and the license number of the vehicle used.
 - Be a good observer.

Recovery

- Take an inventory of goods and property. Document all losses and discrepancies.
 - Do not tell or estimate how much money was lost to the theft unless absolutely necessary. The police can list the amount taken as an "undetermined amount of cash or goods" until the exact amount is determined in an audit.
- Notify insurance carrier (*refer to INSURANCE on page 12*).

FRAUD

Below are a few safety precautions to protect your business and customers that covers a variety of fraud related subjects. To develop your fraud plan complete the following list (*follow corporate procedures if they have already been established*):

Mitigation and Preparedness

- Obtain appropriate insurance (*refer to INSURANCE on page 12*).
- Establish procedures for accepting checks.
- Establish procedures for accepting corporate checks.
 - Call the bank for signer information.
 - Request a business card or identification.
- Establish procedures for all phone orders.
 - Call and ensure the phone number goes back to the business.
 - Check to see that the business is legitimate.
 - Match the shipping address to the business address.
- Establish procedures for returned items.
 - Watch for duplicate receipts—copies.
 - Circle the item returned and initial the receipt as “Returned”.
 - Issue store credit only, no cash.
 - Limit the allowed amount of cash returns.
 - Provide a unique store number on the receipt.
 - Check for vendor tags torn out of clothing or hand-sewn in tags.
- Follow the authorization procedures of each credit card company. Instruct all personnel to require the following:
 - The signer must sign the receipt.
 - Request proper identification with the credit card.
 - Do not accept the card if the date has expired.
 - Compare the signature on the card to the signature on the receipt.
 - Look for “ghost” numbers or letters. Many times criminals will change the numbers and/or name on a stolen card. Sometimes there will be a faint imprint of the original characters that can be detected.
 - Examine the signature strip on the credit card. A criminal may cover the real card owner’s signature with white-out and sign it on the new strip.
 - Utilize the “Touch Print” Program (*contact the Investigations Division of the Broomfield Department at 303-438-6400 for further information*).
 - DO NOT OVER-RIDE SAFETY MEASURES.

Counterfeit Currency

- ❑ Establish procedures for dealing with suspected counterfeit currency.
- ❑ Train employees on the various means of fraud activity, such as checks, corporate checks, phone orders, return / receipts, credit cards, counterfeit currency.
 - **Checks**—Many fraudulent checks are blatantly bogus. Store employees can often detect a possible bad check before accepting it as payment by paying close attention to the check's appearance. Store personnel may help protect their employers against possible losses by requiring management approval of the check or asking for an alternative form of payment.
 - The following telltale signs may indicate a phony check:
 - No perforated check edges possibly indicating a copy of an actual check instead of one that was removed from a series of checks.
 - A check being cashed that is dated over a year ago may be expired or forged.
 - A signature that does not match the imprinted name or the identification provided.
 - Identification that does not match the person presenting it.
 - Checks numbered under 500 may indicate it is a new account.
 - A check that has altered writing or erasures.
 - Post dated checks.
 - A check that has water spots or alterations of the check's color or graphic background.
 - **Currency**—the following information will list how to detect counterfeit bills and coins and how to guard against forgery losses.
 - New Security Features of Recently Redesigned U.S. Currency:
 - Two new security features: A denominated security thread and micro printing are being added to U.S. currency to help deter all counterfeiting, but especially office machine copier counterfeiting. The new features appear in \$50 and \$100 Federal Reserve Notes, Series 1990. All other denominations will be gradually phased in, with the possible exception of the \$1 denomination.
 - A security thread is embedded in the paper and runs vertically through the bill. It is made of plastic and can be viewed through both sides of the bill when held up to the light. It is located to the left of the Federal Reserve seal on all notes except the \$1 denomination.

Counterfeit Currency

- On \$20 denominations and lower, the security thread has “USA” followed by the identifier, i.e. “USA Twenty USA Twenty.” Higher denominations have “USA” plus the numerical value, such as “USA 50 USA 50” repeated along the length of the thread. The thread and printing are easily seen when held up to a light source. The inscriptions are printed so they can be read from either the face or the back of the note.
- Concurrent with the addition of the security thread, a line of micro printing appears on the rim of the portrait on \$50 and \$100 denominations, beginning with the Series 1990. The words “THE UNITED STATES OF AMERICA” are repeated along the sides of the portrait. As with the new security thread, the micro printing will also be gradually phased in on all denominations, with the possible exception of the \$1 denomination. To the naked eye, the micro printing appears as little more than a solid line and can only be read by using magnification.
- Recognizing a counterfeit bill—the best method of detecting a counterfeit bill is to compare the suspect bill with a genuine bill of the same denomination and series, look for:
 - The red and blue fibers in the paper.
 - Often counterfeiters attempt to copy these fibers by printing colored lines on the paper.
 - The security thread in the paper and for the micro printing by the portrait.
 - Even though it will take several years before these features appear in all currency compare other features with a genuine bill.
 - Differences, not similarities.
 - Counterfeit bills are inferior in quality. A photomechanical process makes most counterfeit bills. The printing appears flat and lacks the three dimensional quality of genuine bills. If you look closely, you can see that the lines in the portrait background form squares. On counterfeits, some of these squares may be filled in, and many of the delicate lines in the portrait may be broken or missing.
- **Additional Business Fraud Caution**
 - False or Deceptive Invoices—businesses sometimes receive invoices requesting payment for merchandise never ordered or services never performed. Examine invoices carefully and check to ensure it pertains to items or services that were ordered and received by your business.
 - Advance Fees—be wary of any offer of “guaranteed loans.” Some financial arrangers convince borrowers that they can guarantee hard-to-secure loans with the payment of an advance or finder’s fee. The service fee is paid, but the arranger disappears and the loan is never received.



- **Additional Business Fraud Caution**

- Classified Directories—unsuspecting businesses are approached to pay to advertise in a worthless or non-existent directory. Ensure that the listing you are paying for is one to which you have previously subscribed to or is beneficial to your advertising needs.
- Business Ventures—a promoter’s offer of a free trip to a franchise headquarters should be viewed with caution. It may be part of a ploy to induce a financial commitment. You may end up purchasing or franchising a product or service which does not meet your expectations.
- Distributorships—be cautious of any promoter who appears to be more interested in selling distributorships than promoting sales of the product or service to the consumer. It could be a “pyramid” type scheme that profits more from sponsoring new distributorships than selling the product.

- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
- Train employees on established plans and procedures.

Response

- Call 9-1-1 (*refer to 9-1-1 on page 15*).
- If possible, keep the fraudulent document/bill. Do not return it to the passer.
 - Handle the document/bill as little as possible to preserve any fingerprints and place it in a protective cover.
 - Only surrender the document/bill to the police department or the U.S. Secret Service.
- Delay the passer, if possible.
 - Do not become confrontational—if the person insists on leaving allow them to leave.
- Note the passer’s description, the description of any companion, and the license number of the vehicle used.
- Follow corporate or established procedures for reporting all possible acts of fraud.
- Contact the Broomfield Police Department non-emergency at 303-438-6400 if the fraud activity is not in progress.

Recovery

- Inventory / document all losses and fraudulent transactions.
- Contact insurance carriers (*refer to INSURANCE on page 12*).

SHOPLIFTING

The following information is intended for those businesses that deal in retail sales of goods to the general public. To develop your shoplifting plan complete the following list (*follow corporate procedures if they have already been established*):

Mitigation and Preparedness

- Obtain appropriate insurance (*refer to INSURANCE on page 12*).
- Establish a policy for dealing with shoplifters.
 - Follow response procedures on the following page.
- Establish inventory procedures.
 - Inventory existing, incoming and sold merchandise on a regular basis.
- Train employees on the following information:
 - **Common Methods of Shoplifters**
 - Exiting the store with merchandise exposed either openly carried or worn by the shoplifter.
 - Concealing the merchandise through a variety of means and walking out of the store. The means may include the following:
 - Palming or sleight-of-hand is the carrying of a small item out in their hand. Packages, gloves, newspapers, or other aids that are normally carried in the hand can be used to cover up the act.
 - Using aids to conceal the property. These may include:
 - Shopping Bags
 - Umbrellas
 - Books
 - Knitting bags
 - Strollers
 - Diaper bags
 - Purses
 - Briefcases
 - Paper bags
 - Price switching—the swapping of tags from a less expensive item onto an item with a higher price. Be aware of current prices of items within your business.
 - **Characteristics of a Shoplifter**
 - A person carrying something in their hands throughout the store.
 - A person who seems nervous and does not want assistance.
 - A person who spends more time watching the sales staff than they do looking at merchandise.
 - A person wearing clothing that is not appropriate for the weather.
 - A person carrying large bags (shopping or tote bags).

- **Prevention activities and techniques**

- Greet every customer.
 - Give good customer service.
 - Follow store policies.
 - Keep valuables away from store exits.
 - Have an employee in charge of the dressing rooms.
 - Place expensive merchandise in locked display cases.
 - Keep the store neat and orderly.
 - Alert other employees immediately if you notice suspicious activities.
 - Control exits by designing exit lanes so that all persons leaving the store must pass by an employee.
- Train employees on the 9-1-1 system (*refer to 9-1-1 on page 15*).
 - Train employees on established plans and procedures.

Response

- If the shoplifting is in progress call 9-1-1 (*refer to 9-1-1 on page 15*).
- If the shoplifting is not in progress contact the Broomfield Police Department non-emergency at 303-438-6400.
- Follow corporate/company policies and procedures if established.
- Note the shoplifters description, the description of any companion, the direction of travel, description and the license number of the vehicle used.
 - Be a good observer.

Recovery

- Inventory / document all losses.
- Contact insurance carriers (*refer to INSURANCE on page 12*).

REFERENCES

American Red Cross – Mile High Chapter

www.denver-redcross.org

303-722-7474

Broomfield Local Emergency Planning Committee

720-887-2079

Centers for Disease Control (CDC)

www.cdc.gov

City and County of Broomfield www.broomfield.org

Health and Human Services www.broomfield.org/hhs

Police Department www.broomfield.org/police

Public Works www.broomfield.org/publicworks

Colorado Attorney General's Office

www.ago.state.co.us

Colorado Department of Public Health and Environment

www.cdphe.state.co.us/cdphehom.asp

Colorado Department of Transportation

www.dot.state.co.us

303-757-9485

Colorado Division of Emergency Management

www.dola.state.co.us/oem/oemindex.htm

Consumer Products Safety Commission

1-800-638-2772

www.cpsc.gov

EPA Environmental Protection Agency

www.epa.gov

FEMA Federal Emergency Management Agency

www.fema.gov

FBI Federal Bureau of Investigation

www.fbi.gov

International Code Council

www.iccsafe.org/

Internet Crime Complaint Center (IC3)

www.ic3.gov

National Weather Service
www.weather.gov
NWS Denver/Boulder
www.crh.noaa.gov/bou/

NIOSH National Institute for Occupational Safety and Health
www.cdc.gov/niosh/

North Metro Fire Rescue District
www.northmetrofire.org
303-452-9910
Fire Prevention Division
720-887-8217 x2221

OSHA - Denver Area Office
1391 Speer Boulevard, Suite 210
Denver, Colorado 80204-2552
(303) 844-5285
(303) 844-6676 FAX
www.osha.gov

Ready Colorado
www.readycolorado.org

Rocky Mountain Insurance Information Association
www.rmiiia.org
(303) 790-0216

SBA Small Business Administration
www.sba.gov

United Power
www.unitedpower.com
303-695-0551

University of Colorado – Natural Hazards Center
www.colorado.edu/hazards/

US Department of Homeland Security
www.dhs.gov

US Department of Transportation
www.dot.gov

US Department of Treasury
www.treasury.gov

Xcel
www.xcelenergy.com
Electric – 1-800-895-1999
Gas – 1-800-895-2999





EMERGENCY NUMBERS

Emergency (Police, Fire, Ambulance).....9-1-1
Rocky Mountain Poison Control.....1-800-222-1222

Other Emergency Numbers:

IMPORTANT NUMBERS

Non-emergency (Police, Fire, Ambulance).....303-438-6400
City and County of Broomfield Main Line.....303-469-3301
City and County of Broomfield Public Health Information Hotline.....720-887-2288
City and County of Broomfield Emergency Information Call Center.....303-464-5870

-or-

303-464-5875

Emergency Management Unit, Public Education Coordinator.....720-887-2084

Colorado State Patrol Road Reports.....303-639-1111

North Metro Fire Rescue Main Line.....303-452-9910

North Metro Fire Rescue Fire Prevention Division.....720-887-8217

North Metro Fire Rescue, Life Safety Educator.....303-252-3009

OTHER IMPORTANT NUMBERS:
