

Emergency Response Training

Riverview Center

October 2020



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Introductions

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Emergency Response Training Goals

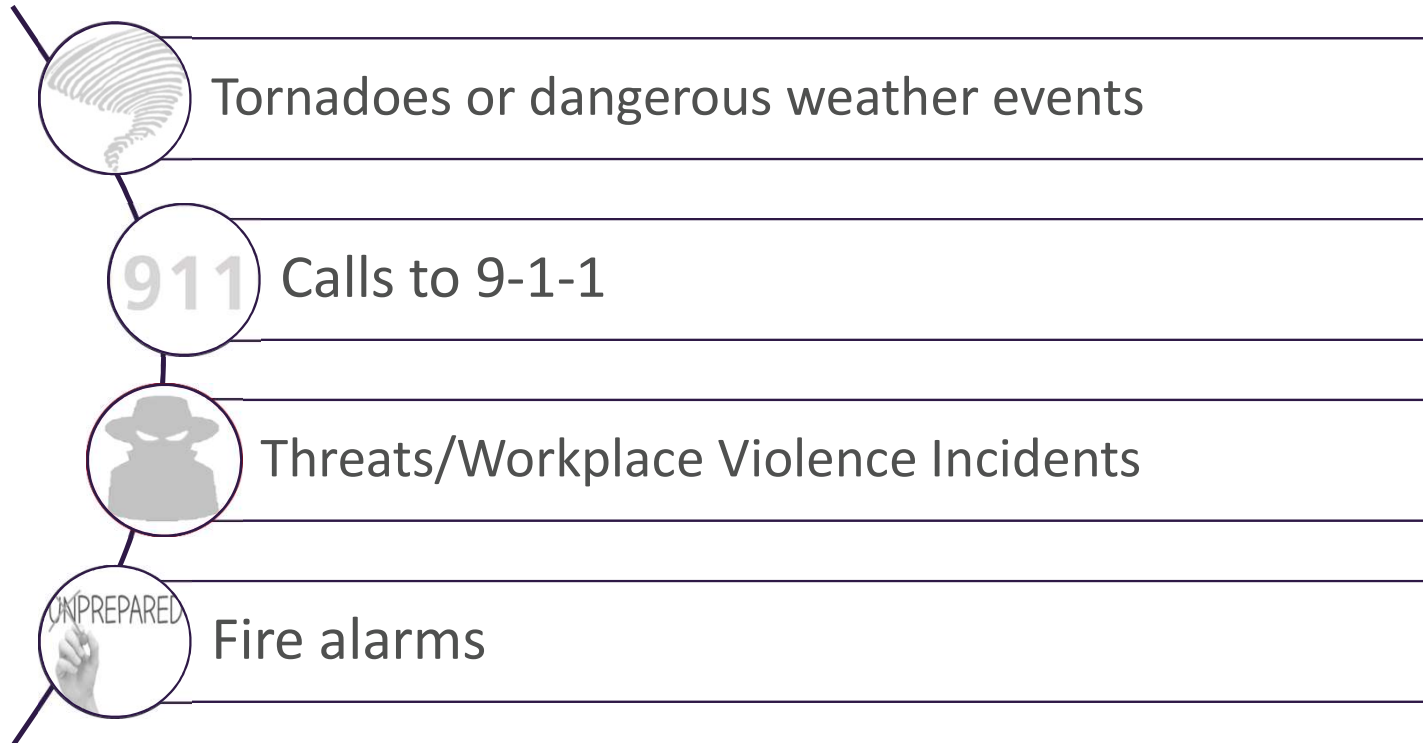
1. Plan Basics
2. Evacuation
3. Shelter-in-Place
4. Additional Best Practices
5. Life Safety/Emergency Response Updates

Onsite volunteer responders
are a vital link in life safety-

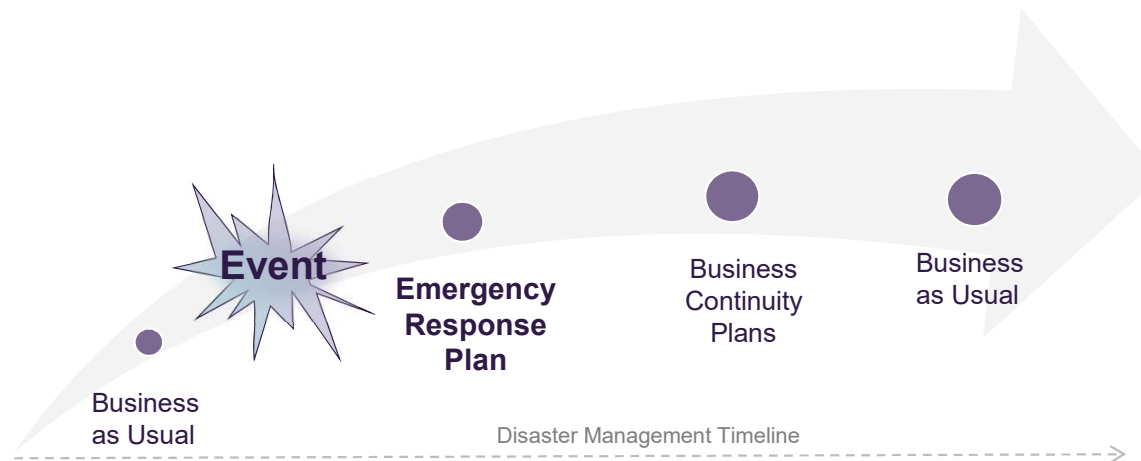
YOU bridge the gap between
an event and safety until help
arrives.

In almost every case, protecting life safety means knowing how
to activate your plan.

Types of Emergencies and Activating Plan



Disaster Management and Emergency Response Plan



Plan Elements

Immediate procedures to protect teammate safety.

- Covers entire facility
- Preparedness & Response efforts
- Evacuation procedures
- Shelter-in-place procedures
- Annotated floor plan(s)
- Designates onsite responders
- AED Machine(s)

Evacuation Quick Reference Steps- All Teammates

- Pull fire alarm
- Remain calm, alert others
- If possible, take belongings (also keep a pair of flats/shoes at desk)
- Assist others that might need help or report to designated interior area of refuge
- Remain low if encountering smoke
- Use closest stairs to evacuate building (stay to the right side of stairwell)
- Report to exterior assembly location (stay away from building and main drive lanes)
- Check-in with teammate responders for accountability
- Follow instructions from teammate responders
- Reenter the building when given the “all clear”



Evacuation

- Do not prop or leave open fire doors
- Do not block exit routes nor exit doors
- Do not question if the alarm is “real”
- Do not run
- Do not use the elevator
- Do not return to your department to retrieve personal belongings
- Do not exit on left side of stairwell

- Do not assume your teammate responder knows you’ve evacuated
- Do not go to your vehicle
- Do not leave the exterior assembly area until instructed
- Do not reenter the building until given “all clear” by teammate responder
- Do not take pictures

Evacuation Best Practice Tips- RESPONDERS

Evacuation

- Assign teammate responder roles
- Ensure adequate number of responders
- Evacuation actions
- Buddy system
- Safe areas of refuge
- Clear exit routes and doors

Accountability

- Verify all occupants evacuated
- Update roster and visitor sign-in logs
- Teammate responder contact info and communication process
- Exterior assembly by floor/work space/organized by manager

Recovery

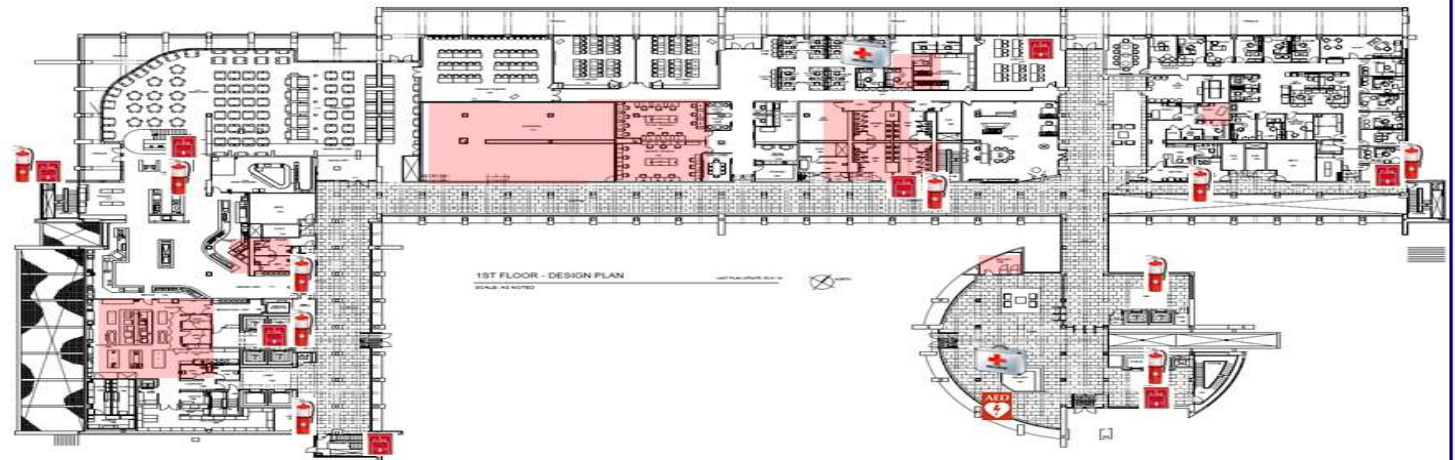
- Consider activation of LOB recovery plan*
- Consider LOB alternate work strategies*

*These actions are part of the Business Continuity Plan and are not part of the emergency plan

Riverview Center Life Safety Floor Plan - 1st Floor

Life Safety Plan | Riverview Center | 1st Floor

-  YOU ARE HERE
-  FIRE EXIT ROUTE
-  FIRE EXTINGUISHER CABINET
-  AED
-  FIRST AID KIT
-  FIRE ALARM PULL
-  SHELTER IN PLACE



ON ARRIVAL

- UNDERSTAND WHERE YOUR EMERGENCY EXITS ARE LOCATED
- KNOW WHO YOUR LIFE SAFETY TEAM MEMBERS ARE AND WHERE THEY ARE LOCATED ON THE FLOOR
- KNOW WHERE YOUR SHELTER IN PLACE AND SAFE ASSEMBLY AREAS ARE LOCATED

IF THE FIRE ALARM ACTIVATES

- IF SMOKE HAS FILLED THE ROOM, STAY LOW TO THE FLOOR
- FIND THE NEAREST STAIRWELL AND EXIT THE BUILDING
- CHECK IN AT THE SAFE ASSEMBLY AREA

IN CASE OF FIRE, DO NOT USE ELEVATORS UNLESS OTHERWISE INSTRUCTED

Evacuation- Exterior Safe Assembly Location



- 1st Floor Go To 6th Light Pole
- 2nd Floor Go To 5th Light Pole
- 3rd Floor Go To 4th Light Pole
- 4th Floor Go To 3rd Light Pole, etc....

Shelter-in-Place (SiP) Quick Reference Steps- All Teammates

- Remain calm, alert others
- If possible, take cell phone and sheltering supplies
- Assist others that might need help
- Report to closest SiP location (stay away from glass/windows), if impassable, get to the interior most room and take shelter under sturdy furniture
- Check-in with teammate responders for accountability
- Sheltering from tornado- in a crouched position, face the wall and cover head with hands
- Follow instructions from teammate responders
- Stay in the SiP location until instructed by teammate responder



SiP

- Do not think it can't happen here
- Do not question building announcements
- Do not hesitate you may only have 2-3 minutes of advanced warning
- Do not run

- Do not return to your department to retrieve personal belongings
- Do not assume your teammate responder knows you've evacuated
- Do not leave the SiP area until instructed by teammate responder
- Do not take pictures

SiP Best Practice Tips- **RESPONDERS**

SiP

- Assign teammate responder roles
- Ensure adequate number of responders
- Stay away from glass/windows
- Do not leave SiP location
- Situational awareness
- Report other hazards

Accountability

- Verify all occupants sheltered
- Update roster and visitor sign-in logs
- Notify teammates outside or who are traveling in the area
- Teammate responder contact info and communication process
- Organize by manager/supervisor

Recovery

- Consider activation of LOB recovery plan*
- Consider LOB alternate work strategies*

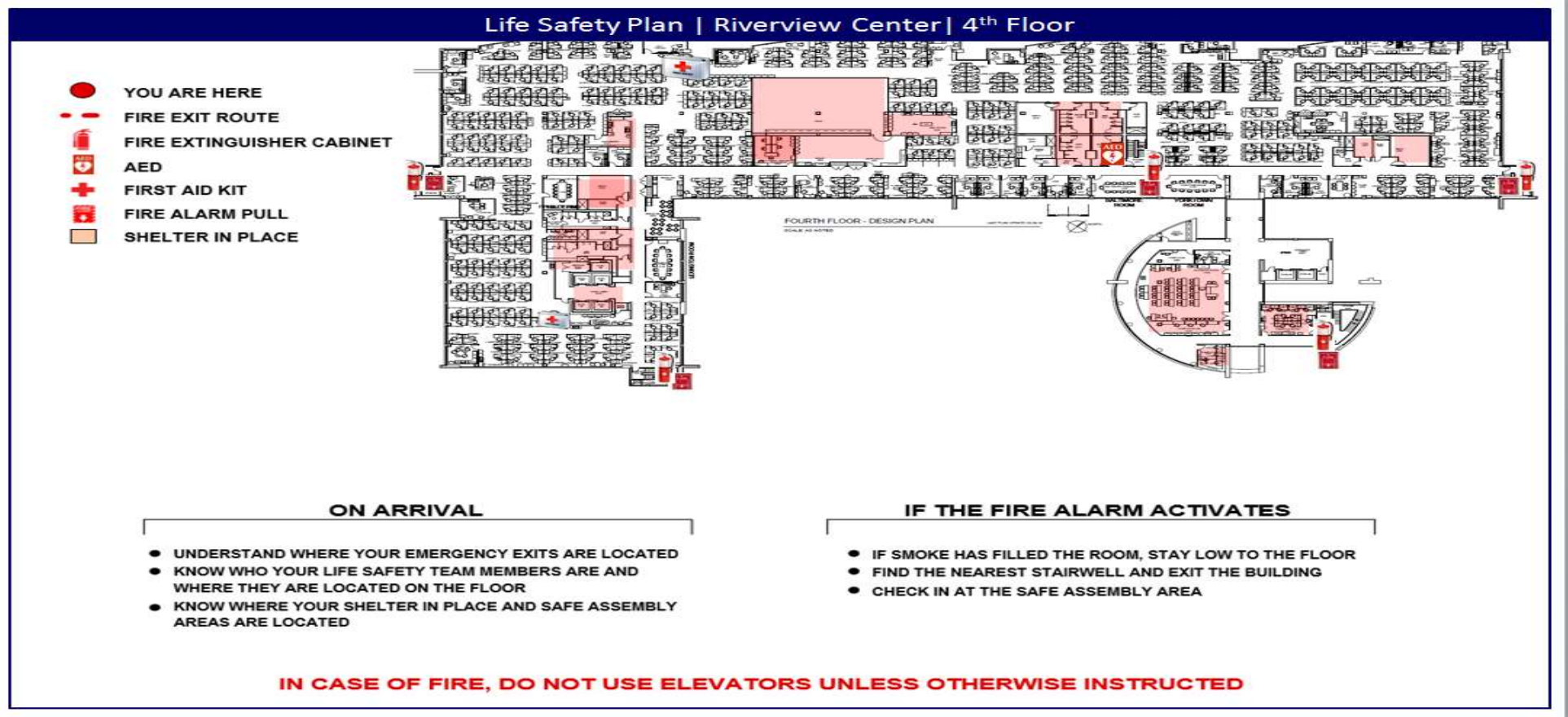
*These actions are part of the Business Continuity Plan and are not part of the emergency plan

Shelter-in-Place (SiP) – Stay Away from Glass/Windows



Heritage-SunTrust Location (Atlanta, GA) – Tornado Damage

Shelter-in-Place (SIP) – Riverview Center Life Safety Floor Plan – 4th Floor



Plan Best Practice Tips- **RESPONDERS**

Teammate Responders

- Assign 1 responder to 20 teammates per shift, minimum
- Assign teammate responders to different tasks

Alert Notifications

- Distinctive SiP vs evacuation sounds
- Ensure correct Workday info
- Understand 'SIREN'
- Download reliable weather notification apps-county/NOAA/ARC

Awareness

- Build awareness
- Encourage others to volunteer
- Meet with the entire responder team

Additional Emergency Response Best Practices Tips

	hSTI	hBBT
1. Report an Emergency	1. Call: 911, SIOC (980) 233-9825, Manager	1. Call: 911, SIOC (980) 233-9825, Manager
2. Report Non-Emergency	2. Complete Teammate Concern Form	2. Complete Physical Security Notification Form
3. Update Workday Info	3. Update Workday Information	3. Update Personal Information Update Workday Location/Space Code
4. SIREN Article	4. Spotlight Article	4. Archived 7/15/20 The Hub Article

SIREN Alert Example- Fire Alert Notification

From: Truist_SIREN <Truist_SIREN@alerts.truist.com>

Sent: Tuesday, September 29, 2020 12:44 PM

Subject: TEST - SIOC - Fire Explosion - Direct Impact



[Please click here to acknowledge receipt of this message](#)

SIOC has received reports of a fire located at 8201 IBM Drive, Charlotte, NC at 10:00 am. FD/EMS are enroute/on site. No casualties reported. Business operations will continue as usual. Follow directions of local emergency services personnel, ICs and ETLs.

SIREN Alert Example- Weather Teammate Accountability

From: Truist_SIREN <Truist_SIREN@alerts.truist.com>
Sent: Thursday, September 17, 2020 8:56 AM
Subject: Tropical Storm Sally - Teammate Accounting
Importance: High



Tropical Storm Sally impacted the area where you live and/or work and we are concerned for the safety and well-being of you and your family.

If you have any urgent life safety issues, you should immediately contact 911.

Please respond immediately by **clicking the appropriate link below.**

For any questions, please contact DL.EnterpriseResponseMgt@SunTrust.com.

1. [I have not been impacted](#)
2. [I have been impacted and do not require any immediate support resources from Truist](#)
3. [I have been impacted and need immediate support resources from Truist](#)
4. [I am NOT in the impact area](#)



Life Safety/Emergency Response Updates

Truist Emergency Response Program Overview

- Formal Plan Oversight

Truist Emergency Responder Terminology

- Life Safety = Emergency Response
- Life Safety Team = Volunteer Emergency Response Team (VERT)
- AED Coordinator = AED Inspector
- Building Lead = Incident Commander
- Site Manager = Emergency Team Leader
- Floor Sweep, Stairwell Monitor, First Down = Emergency Responders

Safety Starts With You

Safety is Everyone's Responsibility



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*Questions?
Thank You*

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