



**PEOPLES<sup>SM</sup>**

**PEOPLES  
NORTH SHORE OFFICE  
EMERGENCY ACTION PLAN**

**DECEMBER 2018**

Revised 6/17/19



### Emergency Coordinators and Floor Leaders List

Peoples Natural Gas

North Shore Office Emergency Action Plan

Peoples Center, 375 North Shore Drive, Pittsburgh, PA 15212

**ON-SITE EXECUTIVE SPONSOR:**

**Paul Becker - Vice President Construction & Engineering**

**EMERGENCY COORDINATORS:**

Ruth Werne - Manager, Safety, Training and Operations Standards

Barry Leezer - Sr. Director, Customer Operations

Nagy Nagiub - Sr. Director, Corporate Services

Paul Becker - Vice President Construction & Engineering

**FLOOR LEADERS:**

Floor	Last Name	First Name	Phone	Email
2nd	Vacant			
2nd	Petrisek	Jennifer	412-522-0671	<a href="mailto:Jennifer.Petrisek@peoples-gas.com">Jennifer.Petrisek@peoples-gas.com</a>
2nd	Vargo	Linsey	412-495-9886	<a href="mailto:linsey.a.vargo@peoples-gas.com">linsey.a.vargo@peoples-gas.com</a>
2nd	Kauffman	Anne	412-208-6590	<a href="mailto:Anne.Kauffman@peoples-gas.com">Anne.Kauffman@peoples-gas.com</a>
2nd	Ferrere	Ronald	412-473-3663	<a href="mailto:Ronald.Ferrere@peoples-gas.com">Ronald.Ferrere@peoples-gas.com</a>
3rd	Anderson	Alex	412-925-2201	<a href="mailto:Alex.Anderson@peoples-gas.com">Alex.Anderson@peoples-gas.com</a>
3rd	Ando	Arlee	412-302-8636	<a href="mailto:Arlee.Ando@peoples-gas.com">Arlee.Ando@peoples-gas.com</a>
3rd	Coyne	Kelly	412-290-6311	<a href="mailto:KELLY.A.COYNE@peoples-gas.com">KELLY.A.COYNE@peoples-gas.com</a>
3rd	Grover	Terry	412-779-2294	<a href="mailto:Terri.Grover@peoples-gas.com">Terri.Grover@peoples-gas.com</a>
3rd	Napierski	Greg	412-258-4439	<a href="mailto:Gregory.D.Napierski@peoples-gas.com">Gregory.D.Napierski@peoples-gas.com</a>
3rd	Kotvas	Joe	878-645-6492	<a href="mailto:Joseph.Kotvas@peoples-gas.com">Joseph.Kotvas@peoples-gas.com</a>
4th	Gorby	Jessica	412-439-5834	<a href="mailto:Jessica.Gorby@peoples-gas.com">Jessica.Gorby@peoples-gas.com</a>
4th	Killmeyer	Mark	412-208-6628	<a href="mailto:Mark.A.Killmeyer@peoples-gas.com">Mark.A.Killmeyer@peoples-gas.com</a>
4th	Malloy	Carmen	412-605-8021	<a href="mailto:Carmen.o.malloy@peoples-gas.com">Carmen.o.malloy@peoples-gas.com</a>

**FLOOR LEADERS CONT.:**

4th	Mlakar	John	724-977-0693	<a href="mailto:John.Mlakar@peoples-gas.com">John.Mlakar@peoples-gas.com</a>
4th	Rockwell	Andrew	412-432-8990	<a href="mailto:Andrew.A.Rockwell@peoples-gas.com">Andrew.A.Rockwell@peoples-gas.com</a>
4th	Stewart	Mark	412-208-6633	<a href="mailto:MARK.J.STEWART@peoples-gas.com">MARK.J.STEWART@peoples-gas.com</a>
4th	Turkovich	Kevin	412-398-6558	<a href="mailto:Kevin.A.Turkovich@peoples-gas.com">Kevin.A.Turkovich@peoples-gas.com</a>
6th	Becker	Paul	724-822-4728	<a href="mailto:paul.becker@peoples-gas.com">paul.becker@peoples-gas.com</a>
6th	Cameron	Paul	412-208-6927	<a href="mailto:Paul.Cameron@peoples-gas.com">Paul.Cameron@peoples-gas.com</a>
6th	Roberts, II	William	412-208-6527	<a href="mailto:WILLIAM.H.ROBERTS@peoples-gas.com">WILLIAM.H.ROBERTS@peoples-gas.com</a>
6th	Gitzen	Linda	412-208-6828	<a href="mailto:Linda.Gitzen@peoples-gas.com">Linda.Gitzen@peoples-gas.com</a>
6th	Pietrone	Mark	412-660-0969	<a href="mailto:Mark.Pietrone@peoples-gas.com">Mark.Pietrone@peoples-gas.com</a>
6th	Hoover	Bret	412-559-9648	<a href="mailto:Bret.Hoover@peoples-gas.com">Bret.Hoover@peoples-gas.com</a>
6th	Koudahoua	Comlan	412-208-4577	<a href="mailto:Comlan.Koudahoua@peoples-gas.com">Comlan.Koudahoua@peoples-gas.com</a>

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## 1. INTRODUCTION

Emergencies and disasters are unpredictable and strike without warning. Failure to prepare for emergencies could result in death or serious injury to personnel, and loss of or damage to facilities, equipment, and property.

You are the most important element in an emergency situation. Your preparedness before and your actions during an emergency, have the greatest impact on your safety and the safety of others. It is important that you know what to do in the event of an emergency.

Please familiarize yourself with the contents of this plan.

## 2. DESIGNATED RESPONSIBILITIES

### Emergency Coordinator Responsibilities:

1. Assess the situation to determine whether an emergency exists requiring the activation of the plan's emergency procedures.
2. Assist Floor Leader (duties described below).
3. Upon evacuation of the facility, verify evacuation status with floor leaders.
4. Coordinate and communicate with local police, fire, and EMS that are arriving at the scene.
5. Communicate with Building Security (Extension X4434 or 412-258-4434 from an outside line) whenever facility emergencies or security issues arise.

**ALL FLOOR LEADERS AND EMERGENCY EVACUATION COORDINATORS WILL BE FURNISHED WITH HIGH VISIBILITY VESTS, FLASH LIGHTS AND PORTABLE 2 WAY RADIOS FOR CONSTANT COMMUNICATION PURPOSES.**

### Floor Leader Responsibilities:

1. Conduct routine inspection of the exit lights, fire doors, and exit passages on a regular basis. Any problems shall be reported to the Peoples Help Line at [PeoplesHelpline@peoples-gas.com](mailto:PeoplesHelpline@peoples-gas.com) or Extension X3900 and 412-473-3900 from and outside line.
2. Be aware of persons on your floor who may require special assistance during an evacuation.
3. Assist in an orderly evacuation of the building, in the event it becomes necessary.
4. In an evacuation scenario, remain calm and help others to avoid panic. Duties include:
  - a. Checking your area, including men's and women's restrooms and normally unoccupied areas, to make certain everyone has vacated the area.
  - b. When a locked door is found, knock hard on the door and call out "Is anyone inside?". Communicate the condition to the Emergency Coordinators.
  - c. Access the gym facility and search that area for employees.
  - d. Proceeding to the exit door or stairwell exit and monitoring the evacuation of personnel.
  - e. Prohibiting re-entry of personnel already in the process of evacuation.
  - f. After all have evacuated, entering the stairwell and securely closing the door behind you.
  - g. Proceed down the stairs, and exit the building.
  - h. Upon evacuation of the building, leading personnel from the building to the designated Muster Area, and reporting the evacuation status to the Emergency Coordinator(s).
  - i. In the event that you feel your own personal safety is threatened by performing these duties, exit the building immediately with other floor evacuees.
5. Assisting with response to medical emergencies.

### **3. BUILDING EMERGENCY ALARM AND LIFE SAFETY SYSTEMS**

#### **EMERGENCY AUDIBLE FIRE ALARM**

An emergency audible fire alarm (beeping alarm) is a signal that a potential emergency situation exists in the building. It will sound on all floors. Upon activation of the alarm, you should exit your workstation, move to the designated stairwell and evacuate the building as directed by Emergency Coordinators and Floor Leaders.

#### **BUILDING EMERGENCY SYSTEMS**

1. The building has a complete fire sprinkler system with heat activated sprinkler heads.
2. If triggered, the automatic sprinkler system activates an emergency audible fire alarm, which is also received by the Pittsburgh Fire Department.
3. The building is equipped with smoke detection devices in the main return air plenums. These smoke detectors, if triggered, would activate and notify the Pittsburgh Fire Department.
4. The building has a generator for emergency power. In the event of loss of electricity, the generator starts automatically to provide power for all life safety systems, including emergency lighting, which is located in all tenant, hallway, and stairwell spaces. Peoples also has an emergency power supply (batteries and generator) that will supply certain critical circuits in our space.
5. Fire pull boxes are located at all stairwell entrances.
6. Portable fire extinguishers are located throughout the occupied space on all floors.

7. **Two (2) Evacuation Stairwells exist.**
  - a. East Stairwell
  - b. West Stairwell
8. Use the designated stairwell in the event of an evacuation. You will be assisted and directed by Emergency Coordinators and Floor Leaders.

#### **4. FLOOR EVACUATION PROCEDURES**

1. Once you are instructed to evacuate, do not return to your work area to retrieve coats or personal effects.
2. Proceed immediately to your nearest designated stairwell exit.
3. Do not carry any loose items (i.e. coffee cups, purses, newspapers, etc.) into the stairwell. Remain calm; an orderly evacuation is necessary to ensure everyone's safety.
4. Adhere to any instructions given by Floor Leaders or Emergency Coordinators.
5. Follow evacuation routes posted on walls, noting secondary routes in case fire is blocking the exit.
6. Use the nearest stairwells to exit, **do not use the elevator.**
  - a. **If the situation permits, ALL occupants should evacuate via the nearest (East or West) stairwells to the ground level and exit the building at North Shore Drive. Floor Leaders and/or Emergency Coordinators will direct you to the designated muster area. You should wait calmly in this area and listen for further instructions.**
7. To avoid injury, walk quickly, do not run.
8. In case of heavy smoke, drop to your knees and crawl to the nearest exit. Keep your head up and remain calm.
9. All Floor Leaders shall report evacuation status to the designated Emergency Coordinator(s)
10. The Emergency Coordinator(s) will communicate the evacuation status to the arriving local emergency response personnel.
11. Remain at the muster point until you are directed elsewhere by the Emergency Coordinator(s)
12. Employees requiring assistance – any employees requiring assistance in evacuating the building shall make sure that their Floor Leader is aware of their needs.
  - a. If the employee can descend the stairs with the assistance of another employee, they should be encouraged to do so.
  - b. Employees, who cannot descend the stairs, even with assistance, shall wait outside of the stairwell until all on their floor have exited, then should enter the stairwell and close the door behind them.
  - c. Upon evacuation, Floor Leaders will report to the designated Emergency Coordinator and local emergency response personnel the names and locations of those employees still in the building waiting for assistance.
13. **ELEVATORS: NO EMPLOYEE, CONTRACTOR OR VISITOR SHALL ATTEMPT TO USE AN ELEVATOR WHEN A FIRE ALARM SOUNDS.** Peoples Center elevators will automatically travel to the ground floor and stop when a fire alarm is activated.

14. **Be aware that fire doors will close automatically during an actual emergency and can be manually opened during an evacuation.**

5. **BUILDING STAFF ASSIGNMENTS DURING AN EMERGENCY (From the Peoples Center Safety Guide)**

1. Upon notification of “an evacuation”, the Peoples Center Security Guard will station themselves in the Lobby to direct personnel.
2. Maintenance is responsible for turning off the natural gas and all other utilities.
3. Maintenance is also responsible for shutting off the fresh air intakes in the event of a chemical or biological hazard.
4. Once conditions are determined to be “All-Clear”, an announcement will be made. You will be given further instructions at that time.

6. **FIRE PREVENTION**

It is everyone's responsibility to look out for fire hazards and to correct or report them to the Facilities Group and Safety Department. Please report any fire hazard to Ruth Werne at (412) 208-6571 or the Peoples Help Desk at 412-473-3900.

1. Do not allow accumulation of trash or waste material. Utilize designated trash receptacles and accumulation areas.
2. Do not dispose of or store boxes of trash in corridors or stair wells - this can block emergency exits in the event an evacuation becomes necessary.
3. Do not leave appliances plugged in when not in use.
4. Do not place electrical cords under carpets or chair pads.
5. Do not use extension cords for permanently powering devices. Only UL approved Power Strips are to be used for multiple electronic plug-ins.

7. **FIRE EXTINGUISHERS**

Portable fire extinguishers are located throughout the facility. Only employees trained in their use should attempt to fight a fire and only when it is in the incipient stages, defined as in the beginning stages, controllable and small.

1. Fires are classified into one of three main classes, depending on the material involved in the fire.
  - a. Class A – Combustibles - wood, paper, cardboard, etc. Use water or dry chemical agents.
  - b. Class B - Flammable and Combustible Liquids - gasoline, oil, paint, grease, etc. Use foam, carbon dioxide, dry chemical, or Halon.
  - c. Class C – Electrical – Wiring, appliances, etc. Use only non-conductive agents such as carbon dioxide, dry chemical or Halon.

**Never use water to extinguish class B and C fires.**

2. For properly trained individuals, remember to use the P-A-S-S System if you choose to fight a fire:
  - a. **P**ull the safety pin
  - b. **A**im the nozzle at the base of the flame
  - c. **S**queeze the trigger
  - d. **S**weep the extinguisher across the base of the flame

**ALL FIRE EXTINGUISHERS ON THE FLOOR ARE RATED AS CLASS A, B & C. AS SUCH, THEY SHOULD ONLY BE USED BY TRAINED PERSONNEL TO COMBAT THOSE TYPES OF INCIPIENT STAGE FIRES.**

## **8. IF YOU DISCOVER A FIRE**

1. If you discover a fire, immediately **dial 911 or 9911** and clearly state the nature of your call:

“This is (Name) at Peoples Natural Gas on the 6<sup>th</sup> floor of the Peoples Center, 375 North Shore Drive, Pittsburgh.....” and describe the fire situation. Do not hang up the phone until you are told to do so.

2. **If time permits, notify or have a co-worker notify Peoples Center Security immediately by dialing X 4434 or 412-258-4434 from an outside line.**

Use the suggested dialog above to describe your situation to Peoples Security

3. If there is time, notify the Floor Leader or Emergency Coordinator. Proceed to the nearest stairwell and pull the Fire Alarm Box.
4. **Do not attempt to fight a fire unless you have been specifically trained to do so.** If at any time, the fire extinguisher is not effective, or the fire is growing or producing harmful fumes, gases or particulates, the building shall be evacuated immediately.
5. **Please Note: It is against the law to turn in a false alarm. Willful violators will be prosecuted.**

## **9. MEDICAL EMERGENCIES**

In the event of a medical emergency requiring more than first aid treatment, follow the procedures below:

1. **Call 9-1-1 and request ambulance service** – to the best of your knowledge, relay the following information.
  - a. Your name
  - b. Building address and floor number
  - c. Name of employee or visitor requiring emergency assistance, if known
  - d. Nature of the injury or illness, if known



- e. Do not hang up until the operator has all of the information
2. Summon assistance from an employee trained in First Aid, CPR and the use of the Automatic External Defibrillators (AED).
  - a. The AED's are located in each break room by the doors.
  - b. The list of all personnel certified in CPR / First Aid and the use of the AED's is posted beside both AED machines.
3. Make arrangements to have someone meet the EMS personnel in the lobby to escort them to the person requiring assistance.
4. Return to the injured or ill person and to the extent possible, try to make them comfortable, **without moving them.** Remain until the EMS personnel arrive.
5. Upon EMS arrival, remain available to assist and answer any questions they may have.

## **10. ELEVATOR EMERGENCIES**

### **1. FIRE OR SMOKE**

- a. **Do NOT use the elevator to evacuate the facility in the event it becomes necessary.**
- b. If you are in the elevator during an emergency, it will automatically return to the first floor.
- c. If the elevator stops between floors, stay calm, and push the alarm button. Do not try to climb out of a stalled elevator unless directed and assisted by trained emergency response personnel.

### **2. POWER OUTAGES**

- a. The building's emergency generator will immediately activate and move the elevator to its destination floor.
- b. Emergency lighting will come on and will illuminate primarily the stairwells, hallways and restrooms on each floor of the building.

### **3. STOPPED ELEVATOR**

- a. In the event an elevator stops between floors, push and hold the alarm button until someone responds.
- b. Remain calm – help will be on the way shortly.

## **11. BOMB OR SECURITY THREATS**

### **1. IF YOU RECEIVE A BOMB THREAT**

**Notify Peoples Security immediately by dialing X 4434 OR 412-258-4434 FROM AN OUTSIDE LINE**

- a. Upon receipt of a bomb threat, employees should remain calm, listen closely and obtain as much information as possible.

- b. If the threat is received anonymously over the telephone, pay close attention to the caller and try to gather as much information as possible. **Refer to Appendix C – The Telephone Threat Checklist on pages 24-26 of this plan.**
  1. Ask the caller to repeat statements, provide detailed information, and clarify statements.
  2. Report the incident to your supervisor and do NOT discuss the threat with anyone else, as this may result in panic and unnecessary actions with potential risk to employee safety.
  3. Immediately notify your supervisor who should notify Manager, Safety, Training & Ops Standard, Ruth Werne, at (412)-208-6571 or (412) 848-7655. A decision will be made regarding the need for floor evacuation.
  4. Make any information you have immediately available to local police upon their arrival.
- c. **If any box, suitcase or unusual type of package is discovered, immediately call building Security at X 4434 or (412)-258-4434 from an outside line**
- d. **Building Security will notify The City of Pittsburgh Bomb and Arson Squad and they will remove the package from the building.**
- e. **DO NOT ATTEMPT TO MOVE OR OTHERWISE DISTURB THE PACKAGE UNDER ANY CIRCUMSTANCES!**

## **2. EVACUATION IN THE EVENT OF A BOMB THREAT**

Refer to “Floor Evacuation Procedures” Section 4 on Pages 8-9 of this document.

## **12. TORNADOES AND EARTHQUAKES**

### **1. TORNADOES**

A *tornado watch* is a warning that informs people to stay alert to the possibility of a tornado in the immediate area. By definition, a *tornado warning* is an alert by the National Weather Service that confirms a tornado sighting, identifying the approximate time of detection and its direction of movement. When a tornado **warning / extreme inclement** weather conditions are issued by the National Weather Service or if there is a **confirmed tornado sighting**, all building employees will be alerted to “Take shelter” as a part of the line of communications in the business continuity plan posted on Peoples Place.

### **2. EARTHQUAKES**

Unfortunately, earthquakes come without warning. An initial shock may last less than a minute, but “Aftershocks” may come soon after.

#### **ACTIONS TO TAKE**

In the event of a weather, or tornado warning, or earthquake, take any of the following actions:

- a. Immediately move away from glass windows, skylights, doors, temporary walls, partitions, freestanding objects (file cabinets, shelves).
- b. Take cover under sturdy furniture such as a desk or table and remain there for further instructions
- c. Evacuate exterior offices and close doors behind you.
- d. Proceed to center corridors of the building.

- e. Sit down and protect yourself by placing your head as close to your lap as possible, or kneel down and protect your head.

### **3. AFTER A TORNADO OR EARTHQUAKE**

Immediately after a tornado or earthquake, inspect your surroundings for injured employees, structural damage or potential danger, such as leaking natural gas, water lines or electrical problems. **If personnel are injured or damage is incurred to the building, immediately notify the Security Department at X 4434 or (412)-258-4434 from an outside line.**

**IF A FIRE HAS STARTED, FOLLOW THE FLOOR EVACUATION PROCEDURES DETAILED IN SECTION 4, PAGES 8-9 OF THIS PLAN.**

The Peoples Center Security Guard must immediately institute the procedures outlined below. Without delay notify the Emergency Response Team and proceed to the affected area. The Peoples Center Security Guard should be alert to hazards, such as exposed power lines and gas leaks, which must be deactivated at the main power switch or gas valve. This shall be done by notifying maintenance personnel. Evacuation of the building will depend on the severity of the incident and be at the discretion of the On-Site Executive Sponsor, Paul Becker, Vice President Construction & Engineering and the Emergency Coordinator, Ruth Werne, Manager, Safety, Training, & Ops Standard.

The Peoples Center Security Guard will compile a written floor by floor list of existing conditions and irregularities within the building and transfer this list to responding emergency personnel, facilities, and People's internal Key Contacts list.

First Aid Kits are located throughout all People's occupied floors of the facility. Please keep in mind that only First Responders are trained to provide First Aid / CPR / AED. Emergency Response team Members, who are in the building at the time of taking shelter should be alerted to any medical situations that may arise. If you notice anyone in distress, you should call out for assistance.

Once conditions are determined to be "All-Clear", an announcement will be made as a part of the line of communications in the business continuity plan posted on Peoples Place. You will be given further instructions at that time.

### **13. POWER FAILURE / BLACKOUT**

**Stay in your area and await further instructions from your Floor Leader.**

1. Emergency lighting will come on and will illuminate primarily the stairwells, hallways and restrooms on each floor of the building.
2. You will be notified if a building evacuation is necessary. Follow the evacuation procedure.

#### 14. ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined or populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

##### **Good practices for coping with an active shooter situation:**

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- CALL 911 WHEN IT IS SAFE TO DO SO!

##### **HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY**

Quickly determine the most reasonable way to protect your own life. Remember that students and visitors are likely to follow the lead of employees and managers during an active shooter situation.

1. **Evacuate** – If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
  - Have an escape route and plan in mind
  - Evacuate regardless of whether others agree to follow
  - Leave your belongings behind
  - Help others escape, if possible
  - Prevent individuals from entering an area where the active shooter may be
  - Keep your hands visible
  - Do not attempt to move wounded people
  - Call 911 when you are safe
2. **Hide Out** - If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
  - Be out of the active shooter's view

- Provide protection if shots are fired in your direction ( i.e., an office with a closed and locked door)
- Do not trap yourself or restrict your options for movement
- To prevent an active shooter from entering your hiding place:
  - Lock the door
  - Blockade the door with heavy furniture

**If the active shooter is nearby:**

- Lock the door
- Silence your cell phone
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

**If evacuation and hiding out are not possible:**

- Remain calm
  - Dial 911, if possible, to alert police to the active shooter's location
  - If you cannot speak, leave the line open and allow the dispatcher to listen
3. **Take action against the active shooter.** As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
- Acting as aggressively as possible against him/him
  - Throwing items and improvising weapons
  - Yelling
  - Committing to your actions
  - Fight as a team
  - Anything is a weapon

**HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES**

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, and handguns
- Officers maybe use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

**How to react when law enforcement arrives:**

- Remain calm and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

**Information to provide to law enforcement or 911 operator:**

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

**Note:** The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

**15. ADMINISTRATOR PROVISIONS****1. EMERGENCY COORDINATOR & FLOOR LEADER TRAINING**

Evacuation Coordinators and Floor Leaders shall receive detailed training regarding:

1. The contents of this plan.
2. Proper use of portable fire extinguishers.
3. The locations of the fire alarm pull boxes and firefighting equipment.

**2. EMPLOYEE EDUCATION**

The contents of this plan will be discussed annually at a special session called by Safety or Facilities Management. Receipt and thorough review of the Emergency Procedure Manual shall be part of a new or transferred employee's orientation upon hire or assignment to the facility. Additionally, all employees will receive a copy of this plan via hard copy or email:

1. Initially
2. When there are changes to the plan

3. When employee responsibilities change

This plan will be posted on the company intranet. Any questions or concerns regarding this plan shall be directed to the designated Floor Leader, Emergency Coordinator, or member of the Facilities or Safety Departments.

### **3. EMPLOYEE EXPECTATIONS**

Employees are expected to adhere to the following during a facility evacuation:

- a. Follow the instructions of their designated Floor Leader or alternate.
- b. Do NOT return to the work area for personal belongings.
- c. Proceed quickly and calmly to the nearest stairwell and subsequent exit.
- d. Do not push, crowd, or attempt to pass those exiting in front of you.
- e. Evacuate the facility whenever called for, including drills.

### **4. DRILLS**

- a. Planned evacuation drills will be coordinated and conducted by facilities, the safety committee and also in conjunction with the other tenants of the Peoples Center.
- b. Drills will be conducted for the purpose of evaluating and improving evacuation operations at the facility.

## **16. EMERGENCY COMMUNICATIONS DURING AN EVACUATION**

**If an emergency situation arises, immediately notify your Supervisor then notify the Peoples Center Security by dialing X 4434 or (412)-258-4434 from an outside line**

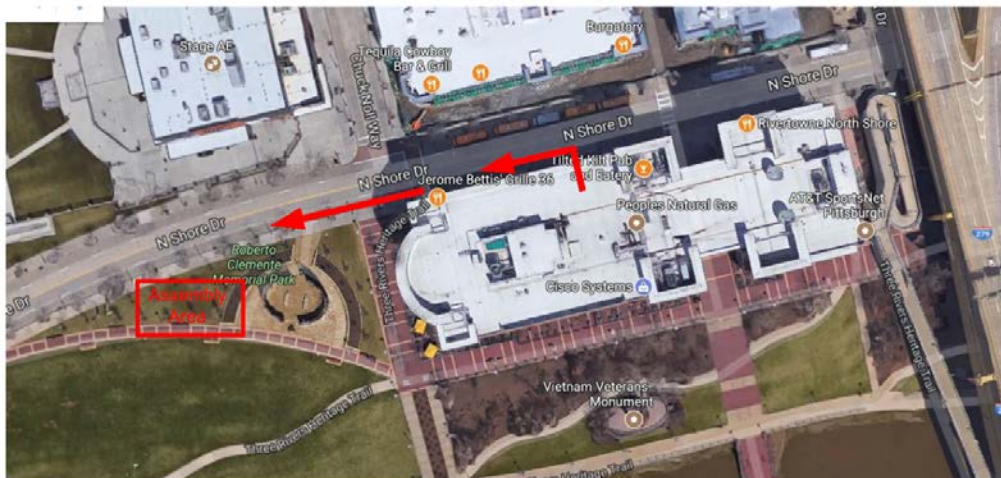
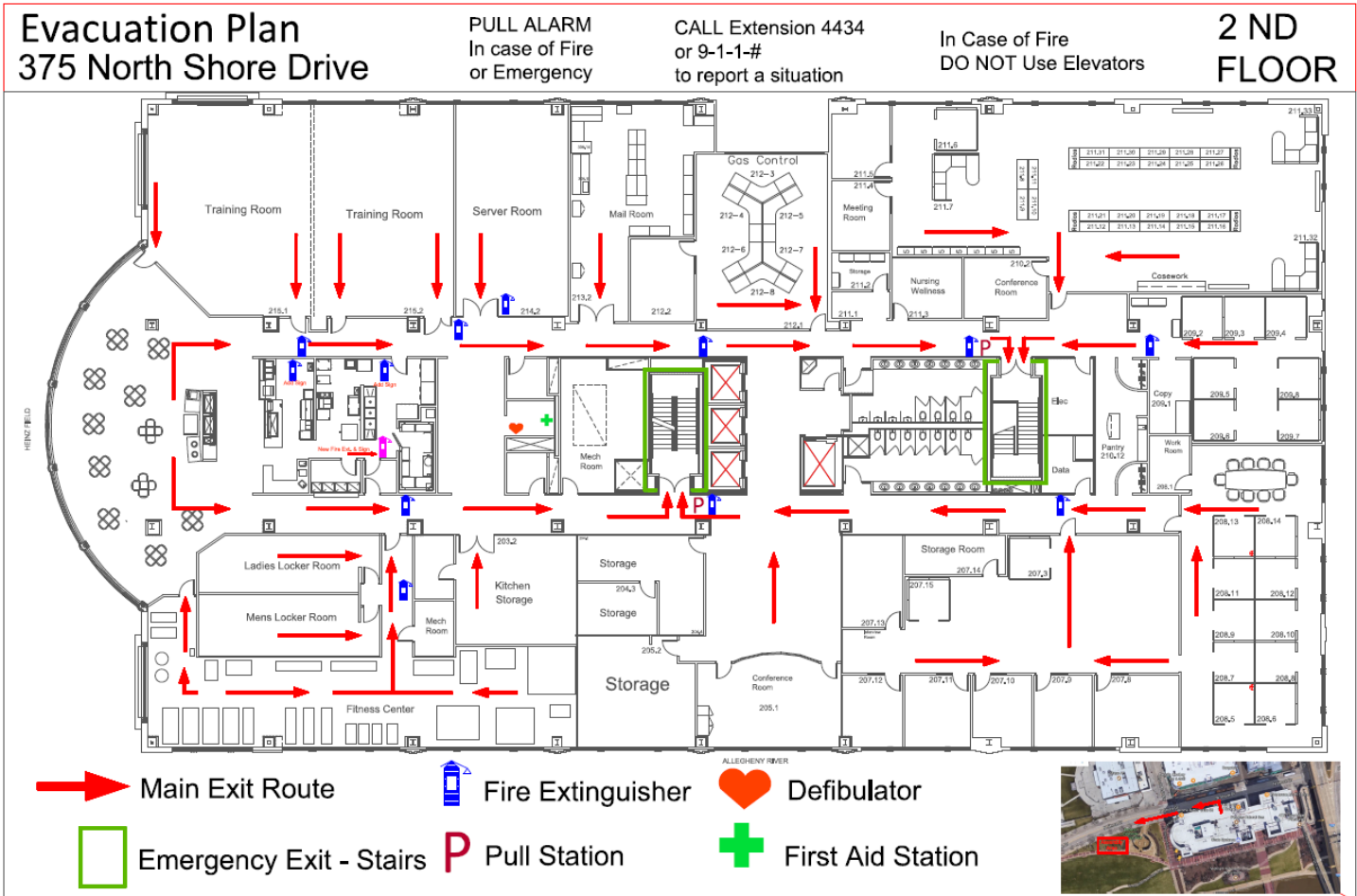
In the event that the North Shore Call Center personnel have to evacuate the Peoples Center, all active emergency calls shall be routed to the Wilkinsburg dispatch.

### **1. Media Relations**

In the event of an emergency, employees should know who the selected person or people are in the organization that handle and talk to the media. This person is known as the Public Information Officer (PIO). At Peoples Natural Gas, Barry Kukovich, Director, Communications & Community Affairs, is the Public Information Officer and will handle ALL media responses. It is imperative that managers, employees, and anyone that is not Barry Kukovich decline to comment about the situation and refer them to contact our Public Information Officer.

## Appendix A

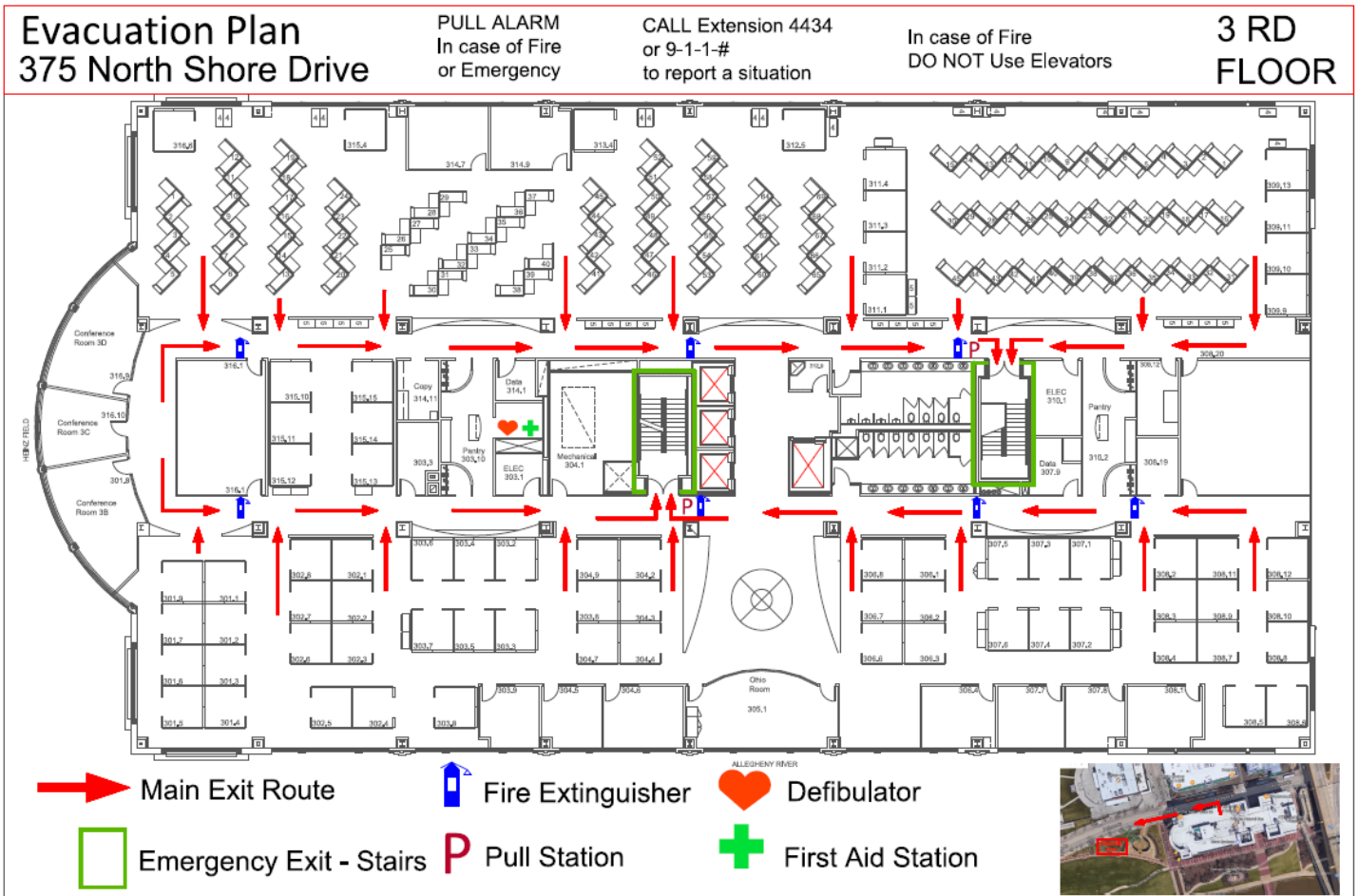
### Peoples Center 2<sup>th</sup> Floor Emergency Evacuation Routes





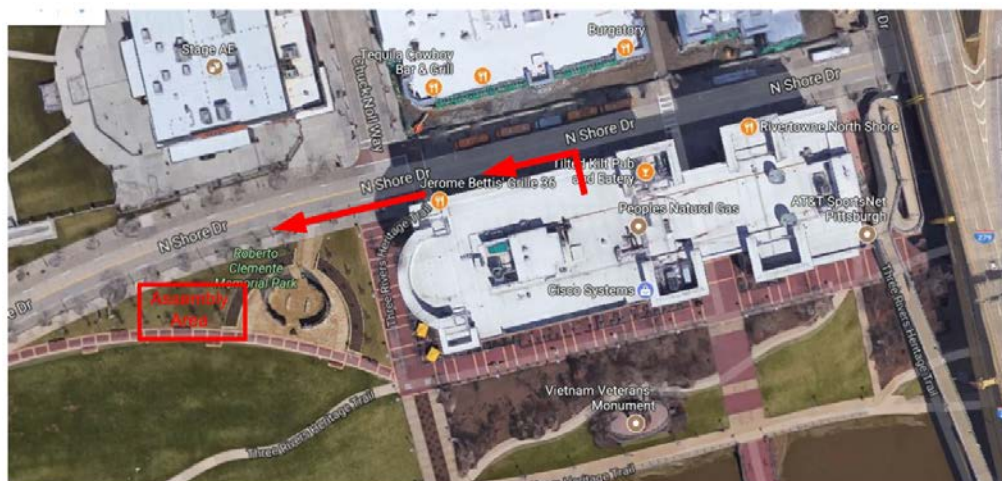
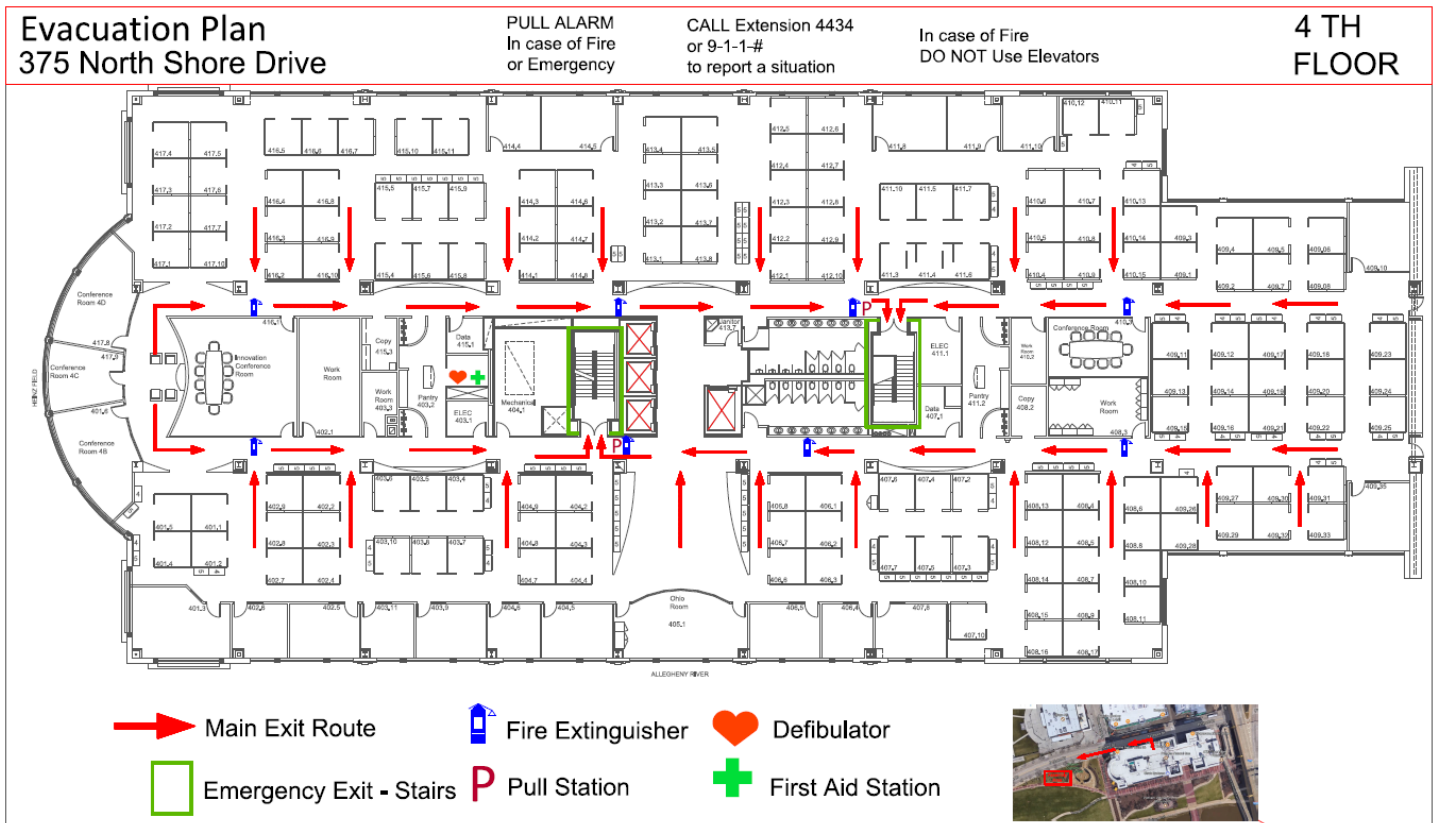
## Appendix A

### Peoples Center 3<sup>rd</sup> Floor Emergency Evacuation Routes



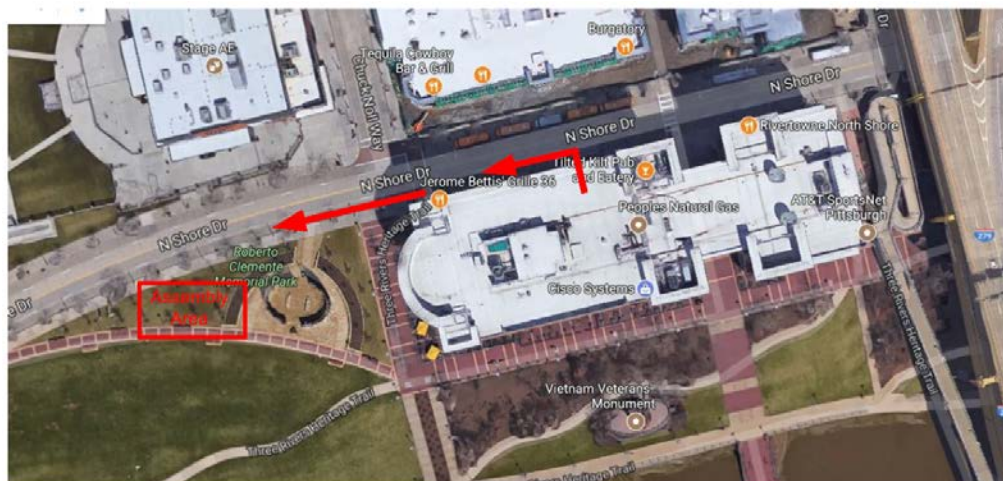
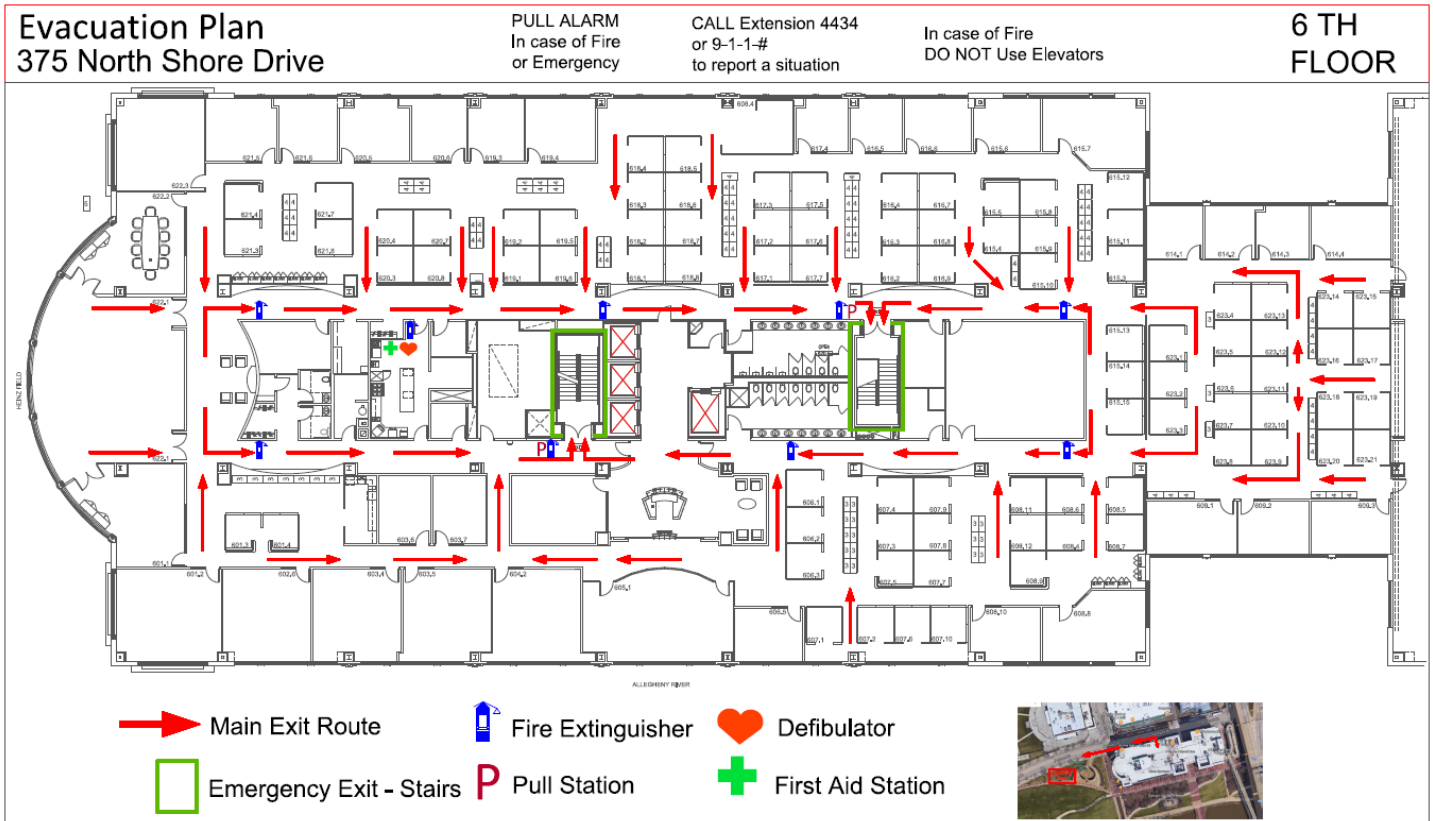
## Appendix A

### Peoples Center 4<sup>th</sup> Floor Emergency Evacuation Routes



## Appendix A

### Peoples Center 6<sup>th</sup> Floor Emergency Evacuation Routes



## Appendix B

### Telephone Threat Checklist

#### GENERAL QUESTIONS TO ASK IN A BOMB THREAT

When is the bomb going to explode?
Where did you put the bomb?
What does the bomb look like?
When did you put it there?
What does the bomb look like?
What kind of bomb is it?
What will make the bomb explode?
Did you put it there?
<input type="checkbox"/> Yes <input type="checkbox"/> No
Why did you place the bomb?

#### OTHER QUESTIONS TO ASK

What is your name?
Where are you?
What is your address?
Exact wording of threat:

#### CALLER'S VOICE

Accent (specify):
Any impediment (specify):
Voice (loud, soft, etc.):

## Appendix B

### Telephone Threat Checklist Continued

Speech (fast, slow, etc.):
Any impediment (specify):
Voice (loud, soft, etc.):
Speech (fast, slow, etc.):
Diction (clear, muffled, etc.):
Manner (calm, emotional, etc.):
Did you recognize the caller?
If so who do you think it was?
Was the caller familiar with the area?

#### THREAT LANGUAGE

Well spoken:
Incoherent:
Irrational:
Taped:
Message read by caller:
Abusive:
Other:

**Appendix B**  
**Telephone Threat Checklist Continued**

**BACKGROUND NOISES**

Street noises:
House noises:
Aircraft:
Voices:
Music:
Machinery:
Other:
Local call:
STD:

**OTHER**

Sex of caller:
<input type="checkbox"/> Male <input type="checkbox"/> Female
Estimated Age:
Duration of call:
Caller ID / number displayed:

**WHO RECEIVED THE CALL**

Full name:
Telephone number:
Date & time the call was received:
<input type="text"/> Date <input type="text"/> : <input type="text"/> <input type="text"/> am <input type="text"/> pm

Report the call immediately to appropriate authorities. Contact details of these can be obtained from your supervisor.

## Appendix C

### Key Contacts / Communications

#### SENIOR STAFF / DEPARTMENT HEADS

<u>Name</u>	<u>Cell Phone</u>	<u>Office Phone</u>	<u>Email</u>
Morgan O'Brien	412-432-9317	412-208-7910	<a href="mailto:Morgan.Obrien@peoples-gas.com">Morgan.Obrien@peoples-gas.com</a>
Edward Palombo	412-576-6715	412-258-4453	<a href="mailto:Edward.A.Palombo@peoples-gas.com">Edward.A.Palombo@peoples-gas.com</a>
Jeffrey Nehr	412-432-8528	412-244-2588	<a href="mailto:Jeffrey.S.Nehr@peoples-gas.com">Jeffrey.S.Nehr@peoples-gas.com</a>
Ruth Delost-Wylie	412-302-5812	412-208-7920	<a href="mailto:Ruth.a.delost-wylie@peoples-gas.com">Ruth.a.delost-wylie@peoples-gas.com</a>
Paul Becker	724-822-4728	412-258-4406	<a href="mailto:Paul.Becker@peoplesTWP.com">Paul.Becker@peoplesTWP.com</a>
Randy Ciotola	412-906-1188	412-258-4660	<a href="mailto:Randy.r.ciotola@peoples-gas.com">Randy.r.ciotola@peoples-gas.com</a>
Michelle Zappa	412-334-6725	412-208-6549	<a href="mailto:Michelle.L.Zappa@peoples-gas.com">Michelle.L.Zappa@peoples-gas.com</a>
David Hershberger	412-477-4232	412-258-4422	<a href="mailto:David.M.Hershberger@peoples-gas.com">David.M.Hershberger@peoples-gas.com</a>
Luke Ravenstahl	412-980-3335	412-258-4438	<a href="mailto:Luke.Ravenstahl@peoples-gas.com">Luke.Ravenstahl@peoples-gas.com</a>
Kevin Turkovich	412-398-6558	412-208-6538	<a href="mailto:Kevin.A.Turkovich@peoples-gas.com">Kevin.A.Turkovich@peoples-gas.com</a>
Thomas Butler	412-667-2642	412-208-7930	<a href="mailto:Thomas.Butler@peoples-gas.com">Thomas.Butler@peoples-gas.com</a>
Joe Gregorini	412-208-5244	412-208-7903	<a href="mailto:Joseph.a.gregorini@peoples-gas.com">Joseph.a.gregorini@peoples-gas.com</a>
Preston Poljak	412-496-7740	412-208-6563	<a href="mailto:Preston.a.Poljak@peoples-gas.com">Preston.a.Poljak@peoples-gas.com</a>
Lynda Petrichevich	412-559-7672	412-208-6528	<a href="mailto:Lynda.W.Petrichevich@peoples-gas.com">Lynda.W.Petrichevich@peoples-gas.com</a>

## **Appendix C**

### **Key Contacts / Communications Cont.**

#### **EMERGENCY PLAN ON-SITE EXECUTIVE SPONSOR:**

Paul Becker – Vice President, Construction & Engineering  
[paul.becker@peoples-gas.com](mailto:paul.becker@peoples-gas.com)  
(412) 258-4406

#### **Emergency Coordinators and Alternates**

Ruth Werne – Manager, Safety, Training & Ops Standard  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[Ruth.Werne@peoples-gas.com](mailto:Ruth.Werne@peoples-gas.com)  
(412)-848-7655

Paul Pantages – Specialist, Senior, Safety/Tech Training  
375 N. Shore Drive, Suite 400  
Pittsburgh, PA 15212  
[Paul.Panteges@peoples-gas.com](mailto:Paul.Panteges@peoples-gas.com)  
(412)-952-3021

Mark Pietrone – Manager, Facilities & Security  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[Mark.Pietrone@peoples-gas.com](mailto:Mark.Pietrone@peoples-gas.com)  
(412)-660-0969

Bill Schade – Facilities & Security  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[William.Schade@peoples-gas.com](mailto:William.Schade@peoples-gas.com)  
(412)-302-9707

Nagy Nagiub – Sr. Director, Corporate Services  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[Nagy.N.Nagiub@peoples-gas.com](mailto:Nagy.N.Nagiub@peoples-gas.com)  
(412)-926-6647

#### **Buildings:**

Mark Pietrone – Manager, Facilities & Security  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[Mark.Pietrone@peoples-gas.com](mailto:Mark.Pietrone@peoples-gas.com)  
(412)-660-0969

Bill Schade  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[William.Schade@peoples-gas.com](mailto:William.Schade@peoples-gas.com)  
(412)-302-9707

Peoples Help Line  
[Peopleshelpline@peoples-gas.com](mailto:Peopleshelpline@peoples-gas.com)  
(412)-473-3900



**Appendix C**  
**Key Contacts / Communications Cont.**

**HEADQUARTERS / CUSTOMER SERVICE CENTER**

Heather Doyle-Conley – Sr. Director, Customer Service  
375 N. Shore Drive, Suite 300  
Pittsburgh, PA 15212  
[Heather.a.doyle-conley@peoples-gas.com](mailto:Heather.a.doyle-conley@peoples-gas.com)  
(412)-841-4476

Michelle Parks – Manager, Call Center  
375 N. Shore Drive, Suite 300  
Pittsburgh, PA 15212  
[Michelle.Parks@peoples-gas.com](mailto:Michelle.Parks@peoples-gas.com)  
(412)-290-5397

**COMMUNICATIONS:**

Nagy Nagiub – Sr. Director, Corporate Services  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15212  
[Nagy.N.Nagiub@peoples-gas.com](mailto:Nagy.N.Nagiub@peoples-gas.com)  
(412)-926-6647

Mark Steve – Manager, Telecommunications  
375 N. Shore Drive, Suite 600  
Pittsburgh, PA 15221  
[Mark.S.Steve@peoples-gas.com](mailto:Mark.S.Steve@peoples-gas.com)  
(412)-216-6546

**Appendix D****North Shore Office Safety Committee Contacts**

Ando	Arlee	412-302-8636	<a href="mailto:Arlee.Ando@peoples-gas.com">Arlee.Ando@peoples-gas.com</a>
Beichner	Shirley	412-208-6652	<a href="mailto:Shirley.Beichner@peoples-gas.com">Shirley.Beichner@peoples-gas.com</a>
Coyne	Kelly	412-290-6311	<a href="mailto:KELLY.A.COYNE@peoples-gas.com">KELLY.A.COYNE@peoples-gas.com</a>
Gitzen	Linda	412-208-6828	<a href="mailto:Linda.Gitzen@peoples-gas.com">Linda.Gitzen@peoples-gas.com</a>
Lape	Katie	412-208-6683	<a href="mailto:Katie.Lape@peoples-gas.com">Katie.Lape@peoples-gas.com</a>
Long	Jared	724-822-4729	<a href="mailto:Jared.M.Long@peoples-gas.com">Jared.M.Long@peoples-gas.com</a>
Mlakar	John	724-977-0693	<a href="mailto:John.Mlakar@peoples-gas.com">John.Mlakar@peoples-gas.com</a>
Pantages	Paul	412-952-3021	<a href="mailto:Paul.Pantages@peoples-gas.com">Paul.Pantages@peoples-gas.com</a>
Pietrone	Mark	412-660-0969	<a href="mailto:Mark.Pietrone@peoples-gas.com">Mark.Pietrone@peoples-gas.com</a>
Ravotti	Chad	412-335-4961	<a href="mailto:Chad.R.Ravotti@peoples-gas.com">Chad.R.Ravotti@peoples-gas.com</a>
Saulsberry	Katie	412-431-9549	<a href="mailto:Katie.Saulsberry@peoples-gas.com">Katie.Saulsberry@peoples-gas.com</a>
Starvers	Mark	412-208-7147	<a href="mailto:Mark.Stravers@peoples-gas.com">Mark.Stravers@peoples-gas.com</a>

## Appendix E

### North Shore Office Emergency Action Plan - Key Points to Remember

**Fire Alarms and extinguishers** – Fire Alarm Pull Boxes are located near all stairwell exits on all floors. Fire extinguishers are located throughout the building on each floor.

**Calls to Security during an evacuation** - Anyone who identifies a building emergency can contact Building Security at X 4434, or (412)-258-4434 from an outside line. Give as much information as possible when calling.

**People requiring assistance during an evacuation** - Any employees requiring assistance in evacuating the building shall make sure that their Floor Leader is aware of their needs. If the employee can descend the stairs with the assistance of another employee, they should be encouraged to do so. Employees, who cannot descend the stairs, even with assistance, shall wait outside of the stairwell until all on their floor have exited, then should enter the stairwell and close the door behind them and wait for further assistance.

**Personal Belongings** – In the event of an alarm or order to evacuate, do **NOT** return to your work area for personal belongings.

**Evacuation Staging Area (Muster Points)** - Once you are instructed to evacuate, proceed immediately to your nearest designated stairwell exit.

#### **Two Evacuation Stairwells exist:**

**WEST Stairwell:** is located Center / North West of the floor and leads to the lobby.

**EAST Stairwell:** is located in the center of the floor on the east side and leads to the front entrance outside of the building.

Use the nearest designated stairwells to exit the sixth floor, **do not use the elevator**. You will be assisted and directed by Emergency Coordinators and Floor Leaders.

## **Appendix E**

### **North Shore Office Emergency Action Plan - Key Points to Remember...Continued**

If the situation permits, **ALL occupants should evacuate via the East or West stairwells to the ground level and exit onto the sidewalk at North Shore Drive. Once outside, move promptly to the Heinz Field side of the building. Floor Leaders and/or Emergency Coordinators will direct you to designated safe assembly areas in the grassy area west of the Jerome Bettis 36 Grille (Muster Area).** You should wait calmly in this area and listen for further instructions.

**Elevators** – In the event an evacuation becomes necessary, **only** use the stairs to evacuate.

## **Appendix F**

### **Evaluation of Plan**

The evaluation of the Peoples Natural Gas Emergency Action Plan shall be conducted by the Facilities and Safety Departments. All parts will be included in the evaluation including response procedures during and after an emergency, personnel responsibility, communication procedures to authorities, evacuation routes, mustering points, and location of equipment on floor. The Emergency Action Plan shall be conducted from education and doing drills that simulate emergencies that might occur in the building. Education includes recognizing where fire extinguishers and floor leaders are located as well as recognition of escape routes. The frequency of evaluations of the plan will be annually, after emergencies, and when conditions of the plan change.