



PUBLIC SAFETY MUTUAL BENEFIT FUND, INC.

First Floor DPRM Annex Bldg., Camp Crame, Quezon City
Tel. No. 726-8070; 726-1675 • Direct Lines 723-7477; 726-7257; 726-8286
Fax No. 726-7250 E-Mail Address : psmbfi@yahoo.com

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STANDARD OPERATING PROCEDURES NUMBER -010-001

PSMBFI DISASTER PREPAREDNESS and EMERGENCY PROCEDURES

I. PURPOSE

These guidelines and procedures is intended for all PSMBFI employees and tenants on how to handle situations in case of emergencies during and after the disaster occurs.

II. SCOPE

This SOP applies to all PSMBFI personnel, tenants, members/clients, and visitors during calamities such as fire, explosions, earthquake and other emergency situation.

III. DEFINITION OF TERMS

- 1. Bomb** – an explosive device used to detonate under special conditions
- 2. Disaster** – a sudden calamitous event bringing great damage on structure or loss and/or destruction to company and community.

Two Principal Causes of Disaster

- a. Natural Disaster
 - a-1. Rain and Wind Storms
 - a-2. Floods
 - a-3. Earthquakes
 - a-4. Volcanic Eruptions
 - a-5. Hurricanes
- b. Man Made Disaster
 - b-1. Fire
 - b-2. Water (Broken pipes, leaking roof, damage sprinklers, blocked drains)
 - b-3. Building Deficiencies (structure, design, environment and maintenance)
 - b-4. Explosion
 - b-5. Power Failure
 - b-6. War and Terrorism.

3. **Earthquake** – a shaking or trembling of the earth that is volcanic or tectonic in origin.
4. **Emergency** – refers to an unforeseen combination of circumstances or the resulting state that calls for immediate action. An urgent need for assistance or relief during accidents and disasters.
5. **Evacuation** – is the process wherein the people hit by calamity has been transferred to a safer place. To withdraw from a place in an organized way especially for protection or transfer to a safer place.
6. **Evacuation Drill**- a practice drill in safely evacuating an area to another place.
7. **Explosion** – the act or an instance of exploding, large-scale rapid or bursting.
8. **Fire** – a phenomenon of combustion manifested in light, flame, and heat.
9. **Fire Drill** – a practice drill in extinguishing fires or in the conduct & manner of exit in case of fire.
10. **Flood** – a rising and overflowing body of water especially onto normally dry land
11. **Generator** – a machine by which mechanical energy is changed into electrical energy
12. **Members** – refers to policeman, fireman, Jail guard who are members of PSMBFI.
13. **Power Outage/Failure** – a disruption of services through a massive electricity outage.
14. **PSMBFI Executives** – refers to the Top Management, Executives, Manager, Assistant Manager of the different departments or those of equivalent position in PSMBFI.
15. **PSMBFI Employees** - refers to staff working in the company.
16. **Safety** – the condition of being safe from undergoing or causing hurt, injury or loss in cases of accident and disaster.
17. **Storms** – a disturbance of the atmosphere marked by wind and usually by rain, thunder and lightning or a serious disturbance of any element of nature.
18. **Tenants** – refers to the occupants of the PSMBFI building who have rented or leased a space in the building.

IV. LIST EMERGENCY CONTACT NUMBERS

EMERGENCY CONTACT NUMBERS

Emergency	Telephone Numbers
Patrol 117	- 117
San Juan City Fire Station	-721-6655
Camp Crame Fire Station	-723-0401 Loc 3355
San Juan Police Station	- 724-2515
Barangay West Crame Recue Team	- 413-1059
PNP Crame General Hospital	- 723-7416
NDCC Hotline Number	- 911-5061
Assn. Volunteer Fire Chiefs and Firefighters of the Phils.	- 160-16
Assn. of Philippine Volunteer Fire Brigades, Inc.	- 522-2222
National Poison Control	- 524-1078
PNP Explosives and Ordnance Div	- 723-0401 Loc 4514
Hospital	
Cardinal Santos Medical Center	- 727-0001
Camp Crame General Hospital	-723-0401 Loc 3366
Quirino Memorial Hospital	-421-2250
San Lorenzo Hospital	-930-2195
Utilities	
Meralco	-631-1111
Manila Water Co.	-924-1080 / 1627
Maynilad Water Services, iNc.	-1626
PLDT	- 171-177

V. TASK ASSIGNMENTS (BY POSITION)

List of Emergency & Evacuation Team (EET) and Contact Numbers

Team Leader	- Building Administrator/ Admin	- 726-8070 loc 124
Member		
Communication	- MD Supervisor	Loc 156
	- INV Supervisor	Loc 150
Evacuation	- INS Supervisor	Loc 151
	- IT Supervisor	Loc 142
Transportation	- GSS Supervisor	Loc 158
	- ADMIN Supervisor	Loc 160
Safety	- ACCTG Supervisor	Loc 135
	- IAD Supervisor	Loc 166
Marshall	- AMD Supervisor	Loc 135
	- TREAS Supervisor	Loc 146
	- CORPLAN	Loc 168
	- BOD SEC	Loc 161
	- OIC, Security	Loc 172
	- OIC, Janitors	Loc 172
	- Tenants (1 representative for each office)	
First Aid Group	- Employees who are Registered Nurses	Loc 155

VI. EMERGENCY SUPPLIES

-Emergency kit and first aid kit:

1. Medicines
2. Alcohol
3. Betadine
4. Ammonium Carbonate
5. Antiseptic Ointment
6. Burn Gel
7. Band aid
8. Bandages
9. Scissor
10. Thermometer
11. Blood Pressure Apparatus
11. Stethoscope

VII. EMERGENCY EQUIPMENT:

Equipment needed when there is an emergency or disaster

1. Flash Lights with extra battery
2. Whistle
3. Ropes
4. Radio Transistor
5. Wheel Chair
6. Stretcher
7. Ladder

VIII. PREPAREDNESS, RESPONSE AND RECOVERY

1. Pre- Emergency

- a. Building facilities shall be evaluated twice a year by the Building Administrator
- b. Communication system, (eg. cellular phone, fax machine and handheld radios shall be assigned at BAO, Security, and Admin Department.
- c. Emergency warning system and public announcement system are posted in the following areas:
 - c-1 - Fire Exit Evacuation Plan are posted at hallway in every floor of the building.
 - c-2 Building Directory are posted in front of the elevator, every floor of the building.
 - c-3 Fire Exit sign are located along the hallway at every floor.
 - c-4 Fire alarm systems are located at the ground floor guard outpost
 - c-5 Fire annunciator (fire indicator) panel are located near at service stairs, every floor of the building.
 - c-6 Two (2) sets of Fire hose cabinet located at every level/floor of the building.
 - c-7 All rooms must have a Fire Extinguisher as required by the Bureau of Fire Protection (BFP)
- d. Regular maintenance of emergency generators by Building Administrator
- e. Schedule of employees fire drills conducted twice a year
- f. During emergencies a command post will be set up in front of PSMBFI employees entrance and will serve as the focal point for coordinating operations. If evacuation, the alternate location will be at PNP CLES Building open ground during fire and earthquake.

- g. Ensure all staff are trained on the disaster plan to execute the activities of the command post.
- h. Plan for evacuation and relocation
- i. Emergency numbers and List of Emergency Evacuation Team are visibly posted at the guard house, all departments, and tenants offices. (please see IV. Emergency Contact Numbers)

2. Preparedness

Upon receipt of an internal or external warning of an emergency, the facility Administration or appropriate designee(s) should:

- a. Notify staff in charge of emergency operations to initiate the disaster plan. (Emergency Numbers and **Emergency and Evacuation Team (EET)** are posted in all departments, offices and tenants.
- b. If potential disaster is weather related, the EET will closely monitor weather conditions and update the top management as necessary.
- c. The EET communication will inform the corresponding government agencies of any developing situation and protective actions contemplated.
- d. The EET will review Disaster Preparedness and Emergency Procedures including evacuation routes and other procedures with employees.
- e. The EET shall prepare the command post operations in the open space outside the building by setting-up equipment, supplies and communication devices and alert staff of impending operations.
- f. The EET Communication group shall contact the employees families, coordinate dissemination of messages.
- g. The EET are in charge the control facility access.
- h. The EET shall confirm emergency staff availability.
- i. The EET, PSMBFI employees and tenants may monitor radio stations.
- j. The EET marshal group may warn employees and tenants of the situation and expedient protective measures. Schedule extended shifts for essential staff. Alert alternate personnel to be on standby.

3. Response

In response to an actual emergency situation, the facility Administrator will coordinate the following actions:

- a. Complete the actions of pre-emergency and preparedness outlined above.
- b. The **Emergency and Evacuation Team (EET)** safety group will activate the Disaster Preparedness Plan and conduct command post operation, including communications, message control and routing of essential information.
- c. The EET shall communicate with all employees, tenants, members, claimants and visitors.
- d. The EET communication group shall determine requirements for additional resources and continue to update appropriate authorities and/or services.
- e. The EET communication group shall coordinate actions and requests for assistance with local jurisdiction emergency services and the community.
- f. The EET transportation group shall ensure prompt transfer and protection of important records (in case of evacuation).

4. Recovery

Immediately following the emergency situation, the Building Administrator should take the provisions necessary to complete the following actions:

- a. Assess the event's impact upon the facility, tenants and staff members.
- b. The EET evacuation group shall coordinate recovery operations with the local Emergency Management Agency and other local agencies to restore normal operations.
- c. The EET safety group shall provide information on sanitary precautions for contaminated water and food to staff, volunteers, tenants and appropriate personnel.

IX. GUIDELINES AND PROCEDURES

1. Emergency Procedures

a. Emergency Reporting Procedure

- a-1. Activate Manual fire alarm station if possible
- a-2. Call Emergency and Evacuation (EET) for Assistance or local agencies that could respond to the emergency
 - a-2-1. Your Name
 - a-2-2. Report exact type of disaster/emergency location (building, floor # and Room #)

b. Level of Emergency

- b-1. "High" – Emergency could not be contained or poses major threat to people and property.
- b-2. "Low" – Emergency is controllable or poses minor threat to people and property.
(level of emergency to be determined by the government agency which is expert on rescue management)

c. Nature of Emergency

- c-1. Bomb Threat
- c-2. Earthquake
- c-3. Fire
- c-4. Flood
- c-4. Power Outage

2. Safety procedure and loss control

IN CASE OF BOMB THREAT

- 1) Bomb threat is commonly done by telephone. The call is usually very brief and the caller refuses to answer question. Nonetheless, the caller should be pushed for additional information as it will be vital to the threat analysis that you or the Emergency and Evacuation Team (EET)/Security will have to make in that critical moment.

2) Proper Handling of Bomb Threat Calls

- a. Keep the caller on the line as long as possible and try to record as much information possible about the bomb and the caller such as:

- a-1. Location of the bomb or the time set for detonation.

- a-2 Basic description of the bomb and its composition.

- a-3 Caller's name or the group he/she representing.

- a-4 Place he/she calling from.

- a-5 Purpose of planting the bomb.

- 3) Pay particular attention to peculiar or distinguished background noises which may give a clue as to where the call is being made.

- a. Listen closely to the voice (male or female), voice quality (calm or excited), accent and speech impediments.

- b. Immediately after the caller hangs up, report the threat to the Security Management or Emergency and Evacuation Team (EET).

- c. Security Management or local enforcement officers may conduct further inquiries on the reported threat.

- 4) Alert authorities against suspected bomb in the premises.

- a. Immediately report to Security or company Emergency and Evacuation Team (EET) any suspicious item you might discover or come across in any area of the premises. Advise any unusual incident/s you may have encountered or gathered within the community which could be related to the threat at hand.

- b. Keep away from the package, and if possible, Warn others within the proximity to be cautious of the said item.

- c. If there is a need to evacuate the premises as deemed by the Emergency and Evacuation Team (EET), follow the Evacuation Procedure.

Warning: Do not attempt to handle or tamper the suspected package/item in any way.

IN CASE OF EARTHQUAKE

- 1) Remain calm and encourage others not to panic
- 2) Seek shelter by crouching under a solid piece of object or furniture such as table or desk, and cover your head with your arms and hands
- 3) If no solid object is near you, stand in a doorway or against an interior wall.
- 4) After the critical period of the earthquake has passed, check the condition of any companion and follow the Emergency Evacuation Procedures

Warning: Do not stand near the windows, exterior walls, or objects such as light fixtures or bookcases.
Important: Report immediately any damage that you notice to the company Emergency and Evacuation Team (EET).

IN CASE OF FIRE

- 1) During "LOW" Level Fire emergency
 - b. Use the fire extinguisher until you have totally eliminated the fire.

Important: Remember the PASS rule when using fire extinguisher.

 - P – pull the pin, hold the extinguisher with the nozzle pointing away from you
 - A – aim low. Point the base of the fire
 - S - squeeze the lever slowly and evenly
 - S - sweep the nozzle from side to side.
 - c. Call the company Emergency and Evacuation Team (EET) for assistance.
- 2) During "HIGH" Level Fire emergency.
 - a. If the situation would allow, perform Emergency Reporting Procedure 3-a.
 - b. Follow Emergency Evacuation Procedure

IN CASE OF FLOOD

- 1) Evaluate the facility for flood hazards (know your flood risk and evaluation above flood stage)
- 2) Install check valves in building sewer traps to prevent flood water from backing up into building drains.
- 3) Turn off and unplug appliances
- 4) Invest in flood insurance.

IN CASE OF POWER OUTAGE

- 1) Turn-off and unplug all appliances and equipment.
- 2) Wait for several minutes for the generator to run.
- 3) Wait for at least 10 seconds (after the generator run/start) then proceed to electrical panel box and switch off all circuit breakers.
- 4) Transfer the load from normal power to emergency power through the Manual Transfer Switch (MTS).
- 5) Turn on the dedicated circuit breaker for emergency supply.
- 6) Turn on lights and other appliances for emergency such as refrigerator, electric fan, without exceeding 1000 watts.
- 7) When normal electricity is restored
 - a. Turn off all appliances.
 - b. Switch off the breakers.
 - c. Transfer the emergency power to normal power through the MTS.
 - d. Switch off all circuit breakers.

3. Evacuation Procedures

In the event of an emergency, employees are alerted by the following:

- The sounding of an alarm by Admin REMU and Guard on Duty
 - Public address system announcement by Admin REMU and Guard on Duty
 - Verbal announcement by members of the Emergency Evacuation Team (EET)
- a. Remain calm, initiate lifesaving measures if required and proceed to emergency exit.
 - b. Call the emergency hotline for assistance (fire station, Barangay rescue team, ambulance and other concern government agencies)
 - c. All employees and tenants shall immediately alert any member of the company Emergency Evacuation Team (EET)
 - d. All employees and tenants must switch off electrical switches nearest them to lessen the explosions which can be caused by the fire.
 - e. Do not use elevators in case of emergency.
 - f. Responsibilities of the Emergency Evacuation Team (EET)- Evacuation, Marshall, Safety and Transportation in case of disaster are as follows:
 - f-1. Member of Emergency Evacuation Team (EET) shall position near the exit doors of the building to guide all employees, tenants, and visitors.
 - f-2 Make sure that all employees, tenants, and visitor are evacuated.
 - f-3. Gather all employees, tenants and visitor to a safe location outside the building
 - f-4. Calmly proceed to the designated assembly area (outside of employees entrance)
 - f-5. Account all the evacuees after the evacuation.
 - f-6. Make sure that all employees, tenants and visitors are safe and unharmed
 - f-7. Injured persons shall be administered with first aid by Emergency Evacuation Team (EET)
 - f-8. Do not use the elevators as emergency access.
 - f-9. Do not enter the building until after a safety inspection is performed and the building is approved for re-entry.
 - f-10. For equipment and documents - identify properties that need to be evacuated to safety during disaster by putting markings and colored coding sticker as follows:

EQUIPMENT EVACUATION CODE

Red	1 st Priority	Documents, Computer, Laptops and Printers
Yellow	2 nd Priority	Aircon, Photocopying Machine and other equipment
Blue	3 rd Priority	3 rd Priority (Table and Chairs)

3. Security Procedures

- a. PSMBFI Office hours is from 8:00 AM to 5:00 PM.
- b. Any work in excess of office hours (5:00 PM onwards) will need permission from the Management through filing of
- c. Overtime Forms with signature of the Department's Head.
- d. Employees and Tenants must wear their ID inside the building premises.
- e. Employees leaving office premises or has a mission outside the office must secure a gate pass/office (travel) order.
- f. For visitors, the guard must require ID before issuing visitor ID pass. They must also conduct baggage checking. Visitors must log their names, time in and out, purpose in the visitors log book.
- g. Admin/BAO, personnel to conduct proper monitoring on the CCTV system to monitor the movement of employees, tenants and visitors inside the building.

4. Fire Drills Procedures

- a. There shall be two (2) fire drills conducted every year in compliance with the local government fire regulations.
- b. All employees are required to attend the two drills which will be conducted once every semester.
- c. All conducted fire drills shall be documented which includes any instruction or event, date, content and participants involved.
- d. Any problems encountered during the fire drills shall be identified and documented.
- e. Admin Department shall develop and implement an improvement plan based on the problems associated with the fire drill.

5. Emergency Generator Procedures

Administration Department, Building Electrician is responsible for the maintenance of the emergency generator as follows:

- a. Regular check up and testing of unit to ensure that the unit that it is in good operational condition.
- b. Check up diesel, coolant level, battery and other parameters.
- c. Quarterly check up of the unit, conducted by the contractor to ensure that the unit is in good operational condition and locates any possible parts for repair or replacement.
- d. Call the attention of the contractor in case of emergency to check the unit.
- e. Identify power needs based on which equipment and appliances are necessary for the safety and security of employees, members, tenants and visitors.
- f. Designate a licensed electrician that will monitor the generator.
- g. Develop procedures for testing generators and equipment supported by emergency generators.
- h. Maintain a seven (7) to ten (10) day supply of emergency fuel.

X. EFFECTIVITY

This SOP takes effect upon approval by the Board of Trustees and its distribution to employees, tenants and security personnel of PSMBFI.

DIR MARIO A AVENIDO
President, CEO