

TRS Emergency Action Plan

Tab 1
Fire/Smoke
Page 1

FIRE/SMOKE IN BUILDING

Action to be Taken:

- REMAIN CALM
- Verify there is a fire
- **Do Not** Attempt to put fire out by yourself
- Notify the local fire department at 911 or appropriate agency number
- Pass all details that are known (you see fire/smoke; building address and floor or building number/letter.
- Notify Building Security if appropriate
- If fire/smoke is life-threatening to operating personnel evacuate using standard practices
- Notify other work groups in building, including building guards
- Notify OMC and TSA
- Notify TRS Center Manager
- Notify TRS District Manager
- Center Manager should notify GRE

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Tab 2
Illness/Injury
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INJURY/ILLNESS

Critical: Immediately call Paramedics/Ambulance at 911 (or appropriate agency number) for professional medical attention and transportation to an emergency medical facility.

Administer emergency first aid until arrival of professional medical assistance.

Non-Critical: Treat minor injuries using the contents of the first aid kit. Contact the Medical Department in non-life threatening situations where medical attention is required. They will advise and refer to a local medical consultant if necessary.

After hours – contact the nearest emergency medical facility.

Manager's Responsibility:

1. Always accompany the injured to the medical facility or emergency room. Do Not Transport employee in your personal vehicle. Accompany emergency transportation vehicle.
2. Contact the employee's family as soon as possible.
3. Discuss follow-up care with physician or nurse and determine limitations of job duties.

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Illness/Injury
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Non-Critical Non-Work Related

Illness: Be guided by the employee's reasonable request regarding action to be taken.

The following guidelines should be used as appropriate:

- Have employee call personal physician or at employee's request call the employee's personal physician and follow physician's instructions
- If requested by the employee, accompany the employee to an emergency medical facility via taxicab, or company car, if available. **Do Not Transport Employee in Your Personal Vehicle.**
- Take employee home via taxi cab, or company car, if available. **Do Not Transport Employee in Your Personal Vehicle.**
- Arrange for a family member or friend to assume responsibility for the employee if applicable.

On and Off Job Accidents:

- Report all accidents
- Report off job accidents only when a full work day is missed and there is a single identifying event to be reported.
- The Supervisor must complete form ATT083. AT&T practice 010-160-260 contains ATT083 and describes procedures needed to process injury/illness incidents.
- Then the supervisor immediately calls the Area Safety Coordinator who will make the report to the Accident Reporting Center as Required.

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Illness/Injury
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URGENT/EMERGENCY NUMBERS

| NAME | NUMBER |
|-----------------------------|---|
| FIRE DEPARTMENT | 911 or appropriate agency number |
| POLICE DEPARTMENT | 911 or appropriate agency number |
| AMBULANCE | 911 or appropriate agency number |
| TRS DISTRICT MANAGER | (NPA) nxx-xxxx Pager: _____ |
| FIRE WARDEN | _____ |

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Tab 3
Bomb Threat
Page 1

BOMB THREAT PROCEDURES

TRS Emergency Action Plan (EAP) – Dec. 1999
Bomb Threat Guidelines for Center Support Teams

OVERVIEW

Center CRC/Incharge/Support Team Members:

In your role as a Support Team member – CRC/Incharge or Center Management Team member – you may be called upon to assist with or handle emergency situations for your center. Your leadership and guidance to the CAs during this time is critical. Remember to stay calm and try to keep the atmosphere of the office calm. The following instructions will serve as a guide for you in the event there is a Bomb Threat to your center, another AT&T location, written threat or any other threatened non-AT&T location.

Scenario: Telephone Bomb Threat directed towards YOUR CENTER received by the Support Desk.

You Should:

1. Notify the Law Enforcement Agency, dialing 911 and provide them with the caller's number if you have obtained it.
2. Call AT&T Security at _____
3. Call OMC at _____
4. Call IMOC at _____
5. Call Center Manager at _____
6. Notify other work groups at the building (if applicable) note name/number
7. Evacuate the building if instructed to do so by the local authorities (Provide as much as information as you can to each contact and be guided by their responses).

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Bomb Threat
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Bomb Threat Guidelines (continued)

Scenario: Telephone Bomb Threat directed towards YOUR
CENTER received at CA position.

You should:

1. Get the caller's number if possible and provide CA with telephone-conversation form to fill out while the CA is obtaining information from the caller.
2. Notify the Law Enforcement Agency, dialing 911 and provide them with details including the caller's number.
3. Call AT&T Security _____
4. Call OMC _____
5. Call IMOC (Incident Management Operation Center) _____
6. Call the Center Manager _____
7. Notify other work groups at the building if applicable. Note name and number.
8. Evacuate the building if instructed to do so by the local authorities. (Provide as much information as you can and be guided by their responses, you may receive additional instruction from them. Please comply with their requests.)

Remember as a Support Person, if call is received at CA position, you must supply the CA with: (1) the Telephone Conversation Form and (2) provide the CA with additional support and direction as needed after you have made your telephone contacts.

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Bomb Threat Guidelines (continued)

Scenario: Telephone Bomb Threat directed towards OTHER AT&T LOCATIONS received at the Support Desk or CA Position.

You should:

1. Notify the Law Enforcement Agency that is responsible for the calling party's number.
2. CA can access CSIDS and obtain the Law Enforcement number for the calling party:
 - Press F5 (Info Key) to access CSIDs
 - Press E for Emergency File
 - Enter NPA/NXX (area code and first three numbers) of Back # and press ENTER
 - Press the letter that corresponds with the correct city/town (press CTRL 5 for additional options).
3. Notify AT&T Security at _____
4. Provide as much information as you can, by having CA fill out the Telephone Conversation Form.

Scenario: Telephone Bomb Threat directed towards NON- AT&T LOCATIONS received at the Support Desk or CA Position.

You should:

1. Notify the Law Enforcement Agency that is responsible for the calling party's number.
 - Press F5 (Info Key) to access CSIDs
 - Press E for Emergency File
 - Enter NPA/NXX (area code and first three numbers) of Back # and press ENTER
 - Press the letter that corresponds with the correct city/town (press CTRL 5 for additional options).
 - Provide as much information as necessary.

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Bomb Threat Guidelines (continued)

Scenario: WRITTEN Bomb Threat received at your location.

You should:

1. Report a written Bomb Threat the same way as a telephone bomb threat. (See Instructions for telephone bomb threat to your center – pages 1-3 of this document).
2. Make a copy of the message to ensure protection of the original, and handle as little as possible to protect fingerprints or identification marks.

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Bomb Threat Guidelines (continued)

Do you know what to do in the unlikely event you should receive a bomb threat? Any bomb threat you receive at your relay position should be taken seriously. Let's review what you need to do:

Any CA who receives a bomb threat from a caller at their position should:

1. Remain as calm as possible and be very attentive to the caller.
2. Record the caller's phone number on a piece of paper in case you get disconnected.
3. Notify your Incharge/CRC and/or Support Group as soon as possible:
 - standing up, motion for the Incharge to assist you at your position
 - call to your support person by using Dial & Mode 3
4. Try to keep the caller on the line as long as possible by asking such questions as:
 - a. *What is your name and telephone number?*
 - b. *Where is the bomb located? Inside or outside the building?*
 - c. *When is the bomb set to explode?*
 - d. *What does the bomb look like?*

Try to capture as much information from the caller – exact wording of the threat, for example – as you can. Any of the above questions could possibly cause the caller to respond automatically and provide valuable information accidentally.

Remember try and listen to every detail of your caller's voice, and any background noises that could be helpful.

Your Incharge/CRC or Support Team member will assist you as much as possible. Your calm manner and attention to call detail will assist us in handling the call appropriately with the proper authorities.

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EXCESSIVELY HEAVY TRAFFIC

These are usually due to severe weather conditions, certain holidays (i.e. Mother's Day), world events, natural disasters or civil disorder.

SYMPTOMS:

Calls and work volume exceed estimates.

Action to be Taken:

1. Center will notify OMC.
2. OMC will take appropriate action.
3. OMC will monitor Queue status.

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SLOWDOWN/OVERLOAD

SYMPTOMS:

- Noticeable decrease in the normal number of incoming calls.
- Slow response time to all key actions.

Action to be Taken:

1. Refer to Service Recovery Process
2. Center will notify TSA
3. Center will notify OMC
4. TSA/OMC will notify Center of any necessary action to be taken.

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CENTER OUT OF SERVICE

SYMPTOMS:

- Calls are not arriving at positions
- Positions are inoperable

Action to be Taken:

1. Refer to Service Recovery Process
2. Center will notify TSA
3. Center will notify OMC
4. OMC will take appropriate forcing action.

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POSITION MAINTENANCE TROUBLE

Trouble with CA Positions:

SYMPTOMS:

- Monitor is out
- Keyboard Defective
- Noisy/Bad transmission

Action to be Taken:

1. CA logs off if possible
2. CA places "Out of Order" Sign on Workstation
3. CA reports trouble to CRC Support desk/TSA
4. CA moves to another position

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POWER OUTAGE

SYMPTOMS:

Flickering lights, then
Loss of most lights in center

Note: The Uninterruptible Power Supply (UPS) will keep power supplied to all the CA Positions and emergency lights in the center. Another UPS, in the equipment room, will power the switching equipment until the generator comes on line. Battery Powered emergency lights are strategically placed throughout the center.

Action to be Taken:

1. Wait 60 seconds for the generator to come on, all or most of the lights should be restored.
2. Call Global Real Estate _____
3. Call OMC
4. Call the TSA to notify of power failure

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PCs/ASSOCIATED PRINTERS, PROGRAMS & NETWORK

SYMPTOMS:

- UGN Network is down
- One PC or program in trouble
- Printer not working

Action to be Taken:

1. *If the PC is used for business purposes and is not associated with a CA position, call Premise Desktop Support (PDS)*
2. *If PC or printer is associated with IADS, OAP, OSIM or MFASys, center reports trouble to CCC.*
3. *Notify the OMC*
4. *Inform TSA (Hardware or UGN only)*

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TELEPHONE OUTAGE

SYMPTOMS:

- All telephones are reporting no dial tone
- No lights on multi-line phones

Action to be Taken:

Call the TSA

SYMPTOMS:

- Cannot complete outgoing call
- LN #### does not appear in upper left hand corner of display after number is dialed.

Action to be Taken:

1. Call the TSA
2. Inform the OMC as soon as possible.

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CONTACT LIST

| Name | Number |
|---|--------|
| Account Manager | _____ |
| OMC Manager | _____ |
| Pager PIN | _____ |
| _____ | _____ |
| Atlanta OMC | _____ |
| #1 | _____ |
| #2 | _____ |
| SR Pager PIN | _____ |
| _____ | _____ |
| AT&T Corporate Security Client Care Center (CCC) Global Real Estate (GRE) Premise Desktop Support (PDS) Service Manager | _____ |
| Pager PIN | _____ |
| _____ | _____ |
| TSA #1 | _____ |
| Pager/PIN | _____ |
| TSA #2 | _____ |
| Pager/PIN | _____ |
| TSA #3 | _____ |
| Pager/PIN | _____ |
| TSA #4 | _____ |
| Pager/PIN | _____ |
| _____ | _____ |

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CONTACT LIST

| Name | Number |
|----------------------|--------|
| TRS District Manager | _____ |
| NCCC Manager | _____ |
| Center Managers: | |
| Center Manager #1 | _____ |
| Center Manager #2 | _____ |
| Center Manager #3 | _____ |
| Center Manager #4 | _____ |
| Center Manager #5 | _____ |
| Center Manager #6 | _____ |