

Emergency Response Plan

LAX QF Warehouse / Amazon

LOP DOCUMENT TITLE:	<i>Emergency Response Plan – QF / Amazon</i>		
NUMBER / VERSION	<i>V 1.2</i>		
REVISION DATE	<i>08/03/2022</i>	EFFECTIVE DATE	<i>08/08/2022</i>
WFS POLICY REFERENCE			
PROCESS OWNER	Name	Position/Department	
	Angela Harvey	General Manager	
PURPOSE:	<i>Required Local Emergency Response Plan(ERP) to identify response requirements in the event of an emergency.</i>		
SCOPE:	<i>Applicable to QF Warehouse / Amazon Operations</i>		

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Emergency Response Procedures

Purpose

The purpose of the WFS Emergency Response Plan (ERP) is to provide safe and standardized procedures in response to emergency situations, which may be encountered at the WFS LAXQF. This ERP is to be used by WFS personnel when an emergency arises at the WFS LAXQF.

Policy

Emergency response activities will follow the guidelines established within this plan. This plan is to serve as a guideline for response measures to minimize hazards to human health and the environment from the following:

- Fires
- Explosions
- Chemical releases
- Medical emergencies
- Personal / property threats
- Natural disasters
- Stormwater Prevention Plan

Such occurrences may require responses to be carried out immediately in a manner described in this ERP. Procedures for response to emergencies are provided for the following:

- Proper notification of personnel involved directly or indirectly.
- Evacuation and medical treatment of those directly involved.
- Containment and removal of hazardous substances.
- Monitoring to ensure and confirm a return to normal conditions.

Scope

This plan fulfills the requirements of:

- 29 CFR 1910.120
Hazardous Waste Operations and Emergency Response (Hazwoper)
- 29 CFR 1910.38
Employee's emergency plans and fire prevention plans.
- Emergency response portions of:
- 40 CFR 265 Subparts D

- “Resource Conservation and Recovery Act (RCRA)
 - 40 CFR 112
Spill Prevention Control and Countermeasures (SPCC)
 - 40 CFR 112
 - Oil Pollution Act 1990 (OPA).

ERP: Station Management Notification

In the event of an emergency or a situation that could evolve into an emergency, management must be informed immediately. The following individuals shall be notified for events concerning the station:

Name	Title	Office Phone	Cell Phone
Angela Harvey	General Manager		909-254-1868
Sandra Lopez	Office Manager		310-343-8021
Luis Rodriguez	WHSE Manager		323-405-2134
Charlie Jones	WHSE Manager		619-259-4969
Alfredo Valle	AMZ Acct Manager		310-847-0125
Vivian Ortiz	AMZ OPS Manager		213-399-9378
Christian Campos	AMZ OPS Manager		323-241-8639
Siawash Srosh	AMZ OPS Manager		310-801-1507
Edwin Marcos	Safety Coordinator		310-703-7325

ERP: Major Aircraft accident, incident, Security incident or other disastrous occurrence

Any major accidents, incidents or other disastrous occurrences will be managed in accordance with:

1. The Airport ERP (If applicable)
2. The requirements of each Customer Airline

Any medically related case must be reported to the Risk Management Department within (3) hours and entered into Pulse system within twelve (12) hours

- Any occupational fatality must be reported to Risk Management and/or the Director of Safety and Environmental immediately.

ERP: Aircraft Damage / Incident

- Immediately contact station management.
- Immediately contact carrier for direction.
- Immediately contact Risk Management Department.

ERP: Dangerous Goods / Hazardous Material Spills

This procedure applies to situations that require implementing the Emergency Response Plan for release of dangerous goods (hazardous materials) or immediate notification of management team of a significant emergency event.

The Director of Safety & Environmental must be notified after contacting airport emergency services and approved emergency response vendor.

See ERP: External Notification contacts.

Approved WFS Emergency Response vendor:

Clean Harbors 800-645-8235 (800.OIL.TANK)

- This phone number must be posted and entered into management's mobile phone contact list.
- Clean Harbors will provide contact posters/stickers upon request.

Handling Releases of Pressure Containers (Gasses and Vapors)

When handling releases of pressurized containers such as Propane, Oxygen and Acetylene use the following guidelines:

- Identify the product using SDS (Safety Data Sheet)
- Exit the area/scene from uphill and upwind
- Notify appropriate emergency response personnel
- Isolate and deny entry until help arrives
- Isolate any possible ignition sources such as engines, static charge of electrical sources.
- Only if safe to do so, contain the release by shutting off valve or moving the container outdoors where vapors can be readily dispersed

Remember:

- Never attempt to handle any scenes alone and/or unless qualified to do so.
- Use SDS to become aware of incompatibles.

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- If the spill or leak is on the ramp, consider rain a possible incompatible and danger to the immediate area.
- Contact appropriate authorities in an emergency.

ERP: Employees Notification

Employees may be notified of emergencies by the installed alarm system, or by supervisors. After initial notification, employees will be provided direction by on scene supervisors.

ERP: External Notification

Contact local Emergency Response or Airport Authority Emergency or call 911, this will provide initial notification to Law Enforcement, Fire Department.

Name	Company / Title	Daytime Phone	24-hour Phone
Clean Harbors	National Contract	800-645-8265	800-645-8235 (800.OIL.TANK)
Airport	LAWA Police	424-646-6200	424-646-7911

EMERGENCY ENVIRONMENTAL NOTIFICATION

In case of a reportable release to land, a reportable release of a hazardous substance, or sheen of oil spilled on water, the following government agencies may be notified according to procedures as outlined.

Note: Report hazardous material / Dangerous Goods spills to the AVP Safety Security & Environmental before the agencies listed below.

- If the AVP is not available then notify Risk Management.

- If Risk Management is not available then report directly to the applicable agencies.

Government Agency	Location	Office Telephone	Notifications
National Response Center	Washington, DC	(800) 424-8802 (24 hour) (202) 267-2675	Notify within 1 hour of reportable release or to an open waterway.

ERP: Corporate Notification

If any media interest is expected, contact the Legal Department for assistance, DO NOT offer any information until speaking with the Legal Department.

Reporting Losses:

In the following cases, the Corporate Risk Management Department will be notified in a within three (3) hours and Pulse Event reported within twelve (12) hours in the event of:

- Injuries and other Incidents (aircraft, property, third party, etc.)
- Any major accidents, incidents, or other disastrous occurrences at any airport
- Property Damage
- Theft
- Cargo Losses

Emergency Contact List:

The General Manager or Designee will **immediately** notify the following:

Timely and accurate reporting of incidents is critical to ensure an effective response. Do not delay incident notification while gathering information.

Emergency contact list: To be posted on safety/personnel boards.

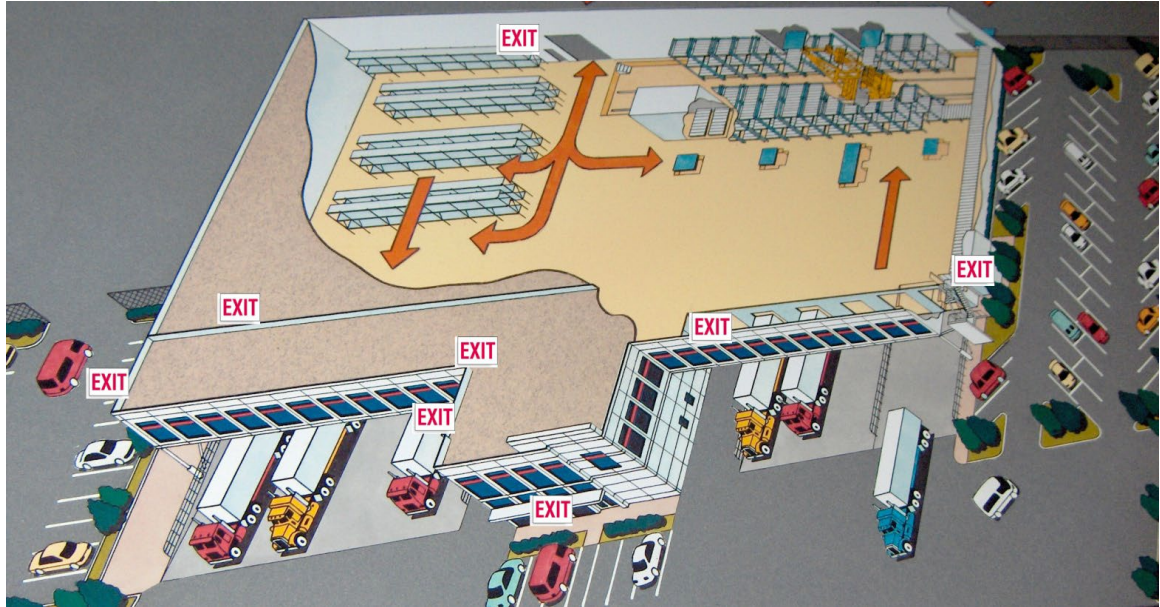
NOTIFICATION	COMPANY OR AGENCY	PERSON	PHONE (DAY)	PHONE (24 HR.)
General Manager	WFS Express	Angela Harvey	(909) 254-1868	(909) 254-1868
AMZ Account Manager	WFS Express	Alfredo Valle	(310) 847-0125	(310) 847-0125
Manager on Duty	WFS Express	Sandra Lopez	(310) 343-8021	(310) 343-8021
Manager on Duty	WFS Express	Luis Rodriguez	(323) 405-2134	(323) 405-2134
VP Operations Regional Cargo	WFS Express WFS Express	Noel Magee Javier Trujillo	(323) 835-4101 (310) 493-1031	(323) 835-4101 (310) 493-1031

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Air Carrier/Customer	Qantas Freight Amazon Freight	Easton Murrille Qantas, Malcolm Pope Amazon	(310) 491-8280 (405) 421-6639	(310) 491-8280 (405) 421-6639
Federal	National Response Center	N/A	(800) 424-8802	(202) 267-2675
State	California Office of Emergency Services	Sherryl Jones	(562)-795-2973	(562)-795-2973
City	LA City Emergency Management Department		(213) 484-4800	(213) 484-4800
Airport	LAWA Operation & Emergency Operations	ARCC	(424) 646-5060	(424) 646-5060
WFS Corporate	Director Quality & Training	Kathy Roberts	(845)-401-1385	(845)-401-1385
	Director Safety East Region	Greg Brzozowski	(773) 294-6013	(773) 294-6013
	Director Safety Western Region	Andrew Hatfield	(720)-767-7831	(720)-767-7831
Cleanup Contractor	Clean Harbors Emergency Response	Control Center	(800)-645- 8265	(800)-645- 8235 (800.OIL.TANK)

ERP: Emergency Evacuation



Background

The need for evacuation can be for many reasons. The keys to a successful evacuation are:

- Supervisor coordination and control, and
- Pre-determined routes and assembly areas.

Management Action

1. After the Senior Manager on scene determines the need for an emergency evacuation exists, the evacuation alarm will be activated (describe sound of your alarm) and announcements & instructions will be issued over the public address system.
2. Management will immediately start actions, taking into consideration the nature and extent of the emergency.

Specific Responsibilities & Assigned Actions

1. Supervisors

- A. Lead Employees from work areas when evacuation alarm is sounded.
- B. Provide necessary assistance to any Employees with disabilities.
- B. Escort Employees to the designated assembly area.
- C. Account for Employees at the designated assembly area.
- D. Notify Human Resource of any Employees that are not accounted for.
- E. Provide control of Employees at assembly areas.

Local Evacuation Specifics:

Office staff will exit the facility and meet at designated area of the east side parking lot.

Warehouse staff will exit the warehouse and meet AOA side between Qantas and NCA facilities.

Everyone must stay clear of the facility until further instructions are issued.

Either the Lead or most Senior member of staff will be responsible to account for all employees who are scheduled on the shift at the time of the event.

ERP: Severe Weather

Background

Severe weather has a substantially adverse impact on airports and operations. It diminishes the normal margin of safety built into every flight; it disrupts service that passengers and other customers are entitled to expect; it increases operating costs and reduces productivity. The detrimental consequences of severe weather may linger long after the storm itself is gone, thereby delaying recovery to normal operations.

Weather events that can be cataloged as potentially severe include:

- Hurricanes, typhoons, tropical storms, and tornadoes.
- Thunderstorms accompanied by heavy rains, hail, and wind gusts over 30 knots.
- Snowstorms in which the rate of fall exceeds one inch per hour and the total accumulation exceeds three inches.
- Freezing rains and/or freezing drizzle.
- Sustained winds greater than 30 knots.
- Temperature below freezing and 20-degree F lower than the average minimum.

Definitions

Watch and Warnings issued by the U.S. National Weather Service (NOAA) for Storms, Hurricanes, Floods, Tornadoes:

Watch – There is a possibility of severe weather.

Warning – Severe weather is expected.

Action at station level

2. Appoint a Severe Weather Coordinator (see Safety Program – Severe Weather) to:
 - a. Monitor and communicate forecasts and bulletins.
 - b. Follow the plan of action.
 - c. Coordinate activity before, during and after severe weather.

In the Passenger Terminal - Action by the Station Manager or designated representative:

- d. Coordinate all Passenger Service activities

In the Cargo Terminal - Action by the Station Manager or designated representative:

The Station Manager or designated representative, upon receipt of an alert or advisory of conditions that may cause damage to cargo or equipment or delay the delivery or acceptance of cargo, will take the following action, depending on the nature of the anticipated condition:

- e. For Ground Equipment -
 - Secure all equipment that cannot be moved indoors.
- f. For Cargo
 - Move indoors, if possible; cover if unable to move indoors, and,
 - Secure to prevent damage.
 - Notify the Post Office if mail will be delayed inbound or outbound and follow their instructions.
- g. For Loaded Aircraft
 - Move to appropriate areas coordinated with Maintenance supervisor; Close and secure.
 - Visually check on board once an hour.

3. Airport and Ramp Areas

The Station Manager or designated representative will take the following action:

- Lightning Protection.
- Parking Aircraft - High Winds.
- Water System Freeze Protection

ERP: Tornadoes

Background

Tornadoes develop from powerful thunderstorms. They are incredibly violent local storms that extend to the ground with winds that can reach 300 mph. They can uproot trees, destroy buildings, and turn harmless objects into deadly missiles in a matter of seconds. Damage paths can exceed one mile wide and 50 miles long.

Definitions

Tornado Watch - Be ready to take shelter. Tornadoes are likely.

Tornado Warning - Take shelter immediately. A tornado has been sighted in the area.

Shelter Areas

- Buildings with flat, wide-span roofs are not considered safe.

Management Pre-Action

1. During Thunderstorm season ensure a Radio (with battery backup) is functioning properly. During Tornado Watches, assign a specific person to monitor the radio.
2. During high probability periods or during Tornado Watches, consider placing spotters to warn of approaching systems.
3. Pre-alert supervisors concerning the possibility of the need for directing Employees to emergency shelter.
4. During Tornado Watches, place a sign at the main entrance & exit to notify people of the potentially hazardous condition.

Management Immediate Action

1. After the need to take shelter has been established announcements shall be made to take shelter.
2. Immediately initiate sheltering action.
 - Direct all Employees to move from their work areas to along the nearest interior wall.
 - Assume the lowest position possible and protect the head area with arms.
3. After the threat has passed, initiate a head count and return to work or as directed by management.

ERP: Fire / Explosion

Background

Fires can have several causes and sources of fuel. Most deaths in a fire are caused by smoke inhalation. It is important to remember that the normal evacuation path could be towards the fire. In these cases, alternate routes, away from the fire are to be used. At no time will employees attempt to contain a fire that has progressed past the initial small stage. Explosions can have numerous causes. The results of explosions can range from fires to weakened or collapsed structures.

Management Action

1. After it is established that there is a fire or explosion on the premises, the Management will be notified immediately, and the fire alarm sounded.
2. Management will immediately initiate action, taking into consideration changes that might become necessary according to the situation.
3. Management will establish a command post at the east side parking lot.
4. The Maintenance Manager will
 - Assign competent Employees to monitor the sprinkler risers to assure normal operation.
 - If and where possible direct emergency shut down of utilities (power and gas) and other actions as the situation requires.
 - provide liaison with emergency response units
5. Call Airport Authority and county 911, provide initial details of the fire and/or explosion to emergency response units.

ERP: Bomb Threat

Follow the BOMB THREAT CALL REPORT Guide

1. Do not hang up phone.

2. Get all information: location, size, appearance, time the bomb will explode, etc.
3. Alert another staff member to call the phone company to attempt a trace on the call. (Dial "O" for Operator)
4. Get the caller to talk as long as possible.
5. Notify the Management of the threat.
6. Management shall:
 - Call Police Department & request assistance.
 - Make decision concerning evacuation.

IF EVACUATION HAS BEEN DECIDED, NO ONE SHALL ENTER THE BUILDING UNTIL THE POLICE DEPARTMENT HAS GIVEN AN ALL CLEAR TO THE GENERAL MANAGER OR MANAGEMENT MEMBER IN CHARGE.

ERP: Hazardous Chemical / Dangerous Goods Release - Spill Prevention Control & Countermeasures Plan (See the WFS Environmental Policy & Procedures for details)

In the event of an accidental release of hazardous chemicals / dangerous goods, an evacuation may be required if the release is in a significant amount to cause, or have potential to cause, harm to employees.

After it is determined that there is a hazardous chemical emergency, the Management Team will be notified and make the decision whether to evacuate any areas. All unqualified (not trained in emergency chemical response) employees shall remain clear of any spill or release of any hazardous material. If evacuation procedures have been initiated, ALL EMPLOYEES MUST LEAVE THE facility and proceed to the designated meeting area (see Emergency Evacuation SOP).

- NO ONE MAY ENTER THE RELEASE/SPILL/AFFECTED AREAS UNLESS EMERGENCY SERVICES ISSUES AN "ALL CLEAR".

- If there are any questions, immediately contact the Director of Safety & Environmental. **See ERP: External Contacts** (list above).

Prevention Control & Countermeasures Plan if any hazardous material is released.

Notification of State Department of Environmental Monitoring and EPA is required if spilled oil material discharges or threatens to discharge into a waterway of the State causing a visible sheen on or a discoloration of the surface water or shorelines, or if a reportable quantity for a hazardous substance is discharged or may unavoidably be discharged to a waterway of the State. **See ERP: External Contacts** and WFS Environmental Policy & Procedures for details.

Handling Releases of Pressure Containers (Gasses and Vapors)

When handling releases of pressurized containers such as Propane, Oxygen and Acetylene use the following guidelines:

- Identify the product using SDS by calling SDS hotline number on 3E Poster
- Exit the area/scene from uphill and upwind
- Notify appropriate emergency response personnel
- Isolate and deny entry until help arrives
- Isolate any possible ignition sources such as engines, static charge of electrical sources.
- Only if safe to do so, contain the release by shutting off valve or moving the container outdoors where vapors can be readily dispersed

Remember:

- Never attempt to handle any scenes alone and/or unless qualified to do so. Use appropriate PPE.
- Use SDS to become aware of incompatibles.
- If the spill or leak is on the ramp, consider rain a possible incompatible and danger to the immediate area.
- Contact appropriate authorities in an emergency.

ERP: Radioactive Exposure/Contamination Response

In the event of injury or contamination resulting from contact with a damaged radioactive or dangerous goods shipment, summon medical help immediately.

Render first aid for inhalation or skin contact as follows:

Inhalation

1. Remove personnel from contaminated area.
2. Keep victim warm and quiet.
3. If breathing has stopped, give artificial respiration.
4. Keep breathing passages open. Remove false teeth if present.
5. Administer oxygen, if available.

Skin Contact

1. Dilute the contaminating substance with large amounts of water. This is best done with a shower, but also can be done with a hose or bucket.
2. Remove contaminated clothing, cutting away, if necessary. Those assisting, wear gloves, if possible.
3. Treat chemical burns of the eye with large amounts of water.

Any person who has been in contact with radioactive material should be given immediate

medical attention. The two chief radioactive hazards are:

Direct radiation - can be prevented by maintaining a safe distance (about 25 or 30 feet, in most cases) from the exposure or by reducing the time of exposure to a minimum.

Contamination by a radioactive material such as dust or liquid is more serious because once contact has been made, it is difficult to effect decontamination.

For radioactive contamination or injury, and until the doctor arrives:

1. Caution the contaminated person to refrain from touching the eyes, mouth, nose, or ears or any part of the body unnecessarily.
2. Remove the contaminated clothing by cutting if necessary, being careful that during removal the eyes, etc., are not contaminated.
3. Place discarded clothing in a carton for proper disposal later.
4. Wash the body thoroughly, finishing with the hands. Accomplish this precautionary washing, so that it does not result in contaminating the facial parts.
5. Be sure to record the name, address, and telephone number of any person who has been exposed to contamination or radiation.

ERP: Medical Emergencies

1. After a medical emergency has been identified, Management and / or Supervisor must be notified immediately. The Supervisor has the responsibility to assure that the Management has been notified.
2. Determine the level of medical assistance required.

- If an Ambulance is needed call the airport authority of local emergency services.
3. All Medical Emergency Care Providers will use the proper PPE as outlined in the Blood-borne Pathogens Program and will follow the proper standards of care.
 4. All injured or ill Employees requiring emergency medical care for life/death medical emergencies will be transported by local Emergency Medical Services (EMS) to the nearest local Hospital.
 - A Supervisor or Manger must be with the employee during transport to the hospital or follow by car and meet EMS in the emergency area.
 - Risk Management must be contacted within three (3) hours and a Pulse Event created within twelve (12) hours.
 5. All non-life/death medical emergencies should be managed by the approved medical provider.
 6. All Employees who are involved in an injury or accident shall be screened for drugs and alcohol as prescribed by company policy.
 7. Any medically related case must be reported within to the Risk Management Department within (3) hours and entered into the Pulse system within (12) hours.
 - Any Occupational Fatality must be reported to Risk Management and/or the AVP of Safety, Security and Environmental immediately.

Additional Components:

1. Add Airport Maps or Diagrams (contact local airport authority or Google maps)
2. Add paper copies of Employee Rosters and Emergency Contact List (in the event of electrical failure)
3. Add local evacuation Diagrams



1.800.645.8265

SOP FOR EMERGENCY RESPONSE WITH CLEAN HARBORS

- In the event an Emergency Response is identified, follow all company protocols and make all necessary internal and external notifications
- Call **1.800.645.8265 (1.800.OIL.TANK)** to reach the Clean Harbors Emergency Operations Center
- Be prepared to give the following information at a minimum
 - Site contact name and phone number
 - Company name and incident location
 - Substance spilled
 - Amount spilled
 - Spill source
 - Has spill been contained/stopped
- The EOC Duty Operator will connect you with coordinator at the closest response center
- An estimated response time to the incident will be provided
- The necessary trained personnel and response resources will be mobilized as soon as possible to the incident location
- Do not take any actions to respond to or remediate a spill that you have not been authorized or trained to do
- Do not hesitate to notify Clean Harbors to be on standby for response before determining that a response will be required

"People and Technology Creating a Better Environment"