



Emergency Response Plan

Version 6.0

Station/Facility: LAX Cargo Ramp

Date Updated: 9/17/2025

Responsible Person Signature: *Medardo Ramirez*

Responsible Person Printed Name: Medardo Ramirez

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Emergency Response Procedures

Purpose

The purpose of the WFS Emergency Response Plan (ERP) is to provide safe and standardized procedures for responding to emergency situations that may be encountered. This ERP is to be used by WFS personnel when an emergency arises.

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
- AVI Handling

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.

Note: The General Manager/Responsible Person must update their ERP whenever there is a change in the Emergency Contact List or any other change to this document is required along with ensuring all employees are trained on the latest revision.

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).



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 of events concerning the station as required:

Emergency Contact List:

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

NOTIFICATION	COMPANY OR AGENCY	PERSON	PHONE (DAY)	PHONE (24 HR.)
General Manager	Worldwide Flight Services	Medardo Ramirez		
Assistant General Manager	Worldwide Flight Services	Jose Fonseca		
Manager on Duty	Worldwide Flight Services	Daniel Gonzalez		
Manager on Duty	Worldwide Flight Services	Sean Ellis		
Manager on Duty	Worldwide Flight Services	Michael Vallejo		
VP Operations	Worldwide Flight Services	Noel Magee		
Air Carrier/Customer	Atlas Air/ Qantas Freight Cathay Pacific DHL Lufthansa Cargolux Emirates Cargo Eva Air All Nipon Airways SF Airlines LATAM Air China Aerologic	Jim Li/ Easton Murille Michael Arcangel Canan Lau Osvaldo Martinez Rodolfo Hernandez Joe Amador John Wang Jason Roxas William Lee Cristian Ahumada Shujian Zhou Stefan Freitag	(914) 413-1654 (310) 491-8280 (424) 385-3726 (310) 259-4526 (424)-521-1289 310 2154 678 (213) 905-8447 (310) 955-0162 (310)258-6155 (718) 737-2888 (786) 925-7317 (310) 999-7786 +49 34204 443 232	
Federal	National Response Center	N/A	(800) 424-8802	(202) 267-2675
Police	LAX PD	N/A	(424) 646-7911	
Hospital	Company Nurse	Injury Hotline		1-877-854-6877
Airport Authority	LAWA Operation & Emergency Operations	ARCC		(424) 646-5060



WFS Corporate	Director of Safety - Cargo Director of Safety - Ground Director of Safety – Express	Greg Brzozowski Kyle Degges Paul Clark	773-294- 6013 726 242- 7907 214 587- 2826	773-294- 6013 726 242- 7907 214 587- 2826
Cleanup Contractor	Clean Harbors Emergency Response	Control Center	800-645- 8265	800-645- 8235
Oxford	Sr. Vice President	Terry Schwabe	909 913- 1746	909 913- 1746
Pinnacle	Regional Operations Manager	Rene Rios	945-210- 6603	945-210- 6603

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

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

- The Airport ERP (If applicable)
- The requirements of each Customer Airline

Any medically related case must be reported to the Risk Management and Safety Department within (1) hour and entered into Pulse (SMS system) within twenty-four (24) hours. Reference table in IQSMS 7.1

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

Customer Emergency Response Plan

Having access to your customers' and Airport Authority ERP within your own local ERP is crucial for ensuring customer safety, maintaining a positive reputation, facilitating clear communication, delivering excellent customer service, complying with legal requirements, and minimizing the impact of emergencies. It demonstrates our commitment to the well-being and satisfaction of our customers even in challenging situations.



Identify the air carrier/customer and airport authority by name and note the location and/or access to the air carrier's Emergency Response Plan (ERP). If not physically in WFS possession or accessible at the request of the air carrier, identify the air carrier representative who must immediately be notified in a situation requiring the implementation of the ERP.			
Air Carrier / Customer	ERP is Hard Copy Only	ERP is Accessible via the Web	ERP is Located on a Specific Computer
	If ERP is hardcopy, please note its location and who is responsible for maintenance. Identify if the air carrier has declined to provide and who the contact person will be.	If ERP is accessible only via the web, please identify the URL/user id/password (if common access).	If ERP is accessible only via a specific computer, please identify the location and who has access.
Airport Authority		Airport Emergency Plan.pdf PW: L@wa20!8	
Atlas Air	Location: Operations Office Access: Managers, Supervisors		
Air China	Location: Operations Office Access: Managers, Supervisors		
EVA Air	Location: Operations Office Access: Managers, Supervisors		
ANA	Location: Operations Office Access: Managers, Supervisors		
LATAM		LATAM Manuals Google Accounts sign in Username: Wfslaxlatam23@gmail.com PW: wfslax23*	
DHL		DHL Web Manuals - Reader User: medardo.ramirez1@dhl.com PW: AdeptusAstartes2	
3S	Location: Operations Office Access: Managers, Supervisors		
Cathay	Declined to provide due to SSI Michael Arcangel 4243853726		
Lufthansa	Declined to provide due to SSI Oswaldo Martinez 4245211289		



Emirates	Location: Ops Office Jose Amador 2139058447		
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SF Airlines Declined to provide
William Lee 7187372888

Aircraft Incident/Damage

- **IMMEDIATELY** provide care to any injured party and contact emergency personnel, if required.
- **SECURE the SCENE:**
 - Eliminate and control any hazards identified:
 - De-energize operating equipment, as required
 - Light up the area
 - Shore up equipment or facility, as required
 - Ventilate, as required, in closed area
 - Take charge or assign a lead to manage the incident

Contact applicable agencies and leadership per the Integrated Quality and Safety Management System Manual (IQSMS) Table within section 7.1

Employee Notification

Employees may be notified of emergencies by the installed alarm system or by supervisors. After initial notification, on-scene supervisors/management will provide directions to employees.

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 Safety Department will be notified within one (1) hours and Pulse Event reported within twenty-four (24) 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

Local Incident Reporting Procedures

Description – Local incident reporting procedures are protocols established by organizations to ensure the efficient and effective reporting of incidents that occur within a specific local area. These procedures outline the steps and guidelines to be followed when reporting incidents such as accidents, safety hazards, security breaches, or any other events that may pose a risk to individuals or the company. Reference table within IQSMS 7.1

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Emergency Evacuation

(Add local evacuation floor plan/area plan, indicating locations of all emergencies exits, fire alarms, fire extinguishers, evacuation routes, and any hazardous materials. This diagram also needs to describe the location of the assembly point)

Background

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

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

Management Action

- Management must be aware if there are any employees with disabilities or non-English speaking employees within their operations. They must also implement a “buddy system” in order to ensure these employees are assisted when needed during an evacuation.
- After the Senior Manager on scene determines that an emergency evacuation is necessary, the evacuation alarm will be activated (describe the sound of your alarm), and announcements and instructions will be issued over the public address system, if available.
- Management will immediately start actions, taking into consideration the nature and extent of the emergency.

Specific Responsibilities & Assigned Actions

- Supervisors
 - Lead Employees from work areas when the evacuation alarm is sounded.
 - Provide necessary assistance to any Employees with disabilities and non-English speaking employees.
 - Escort Employees to the designated assembly area.
 - Account for Employees at the designated assembly area using (local process i.e., paper roster, discord, AOD mobile)
 - Notify senior management of any Employees that are not accounted for.
 - Provide control of Employees at assembly areas.
 - Conduct annual tabletop exercises consisting of a mix of management and non-management employees to ensure the evacuation plan is well understood.

Note: Certain airport authorities or local regulations may require these drills/exercises more often. The General Manager/Responsible Person is responsible for identifying this need and updating this section accordingly.

Local Evacuation Specifics (Identify Designated Assembly Areas):

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

The General Manager/Responsible Person or most Senior member of staff will be responsible for accounting for all employees scheduled on the shift at the time of the event.

Other Emergencies

Active Assailant and Workplace Violence

Background

No workplace is immune from violence and having a plan in place to prevent, prepare and react to an Active Assailant is the best way to manage against a mass casualty producing event. With the frequency of shooting incidents increasing nationwide, it's more important than ever for workplaces to be prepared.

While you can't plan for every scenario, you can take proactive steps to manage your risk of an Active Assailant entering your workplace. Though many attacks by active shooters are seemingly random, an armed intruder in the workplace may be more likely to seek out a specific individual to harm, such as a former co-worker, supervisor, healthcare provider or domestic partner.

Yet, even considering these more common scenarios, workplace violence often cannot be predicted — but there are steps you can take to help prevent it.

Preventing an Active Assailant in the Workplace

First things first: how secure is your facility?

Additional layers of security can be all it takes to thwart the plans of someone planning to cause harm in the workplace. You may want to consider implementing proactive measures to limit access to your facility, depending on your specific risk, such as locking your parking garage or installing authorized card access. If your facility is at high risk, you may also want to consider staffing security guards or increasing the number of CCTV's.

Furthermore, make sure when temporary access is granted — to contractors or short-term employees, for instance — that ID badges, passwords and security codes are recovered and changed after the engagement ends.

Beyond safeguarding your facility, another important prevention tactic is situational awareness. All members of the workplace should understand potential indicators of violence and know how to escalate and report those behaviors, whether to Corporate Security, Human Resources, or station leadership. In more than half of shooting incidents, the perpetrator had a professional or academic relationship with at least one of the victims. In the vast majority, if not all workplace violence events, the perpetrator exhibited behaviors prior to the attack that were later identified as red flags, such as threats, harassment, abuse, stalking or even speaking openly about their intentions, whether in a serious or joking manner.



By educating employees on potential warning signs and establishing clear and supportive channels for reporting such behavior, your workplace could potentially stop or prevent an attack from occurring.

Preparing for an Active Assailant in the Workplace

While prevention is important, your workplace also needs to have a dedicated plan in place for what to do during a potential instance of violence. All employees should be trained on proper exit procedures, escape routes and hiding places. Though it can be difficult to prepare for such an event, develop a clear protocol and hold regular drills.

Additionally, all of your employees should be familiar with the steps they'll need to take should an active shooter enter your facility: run, hide, fight. The order of run, hide, fight, will be solely dependent on your circumstance during the event.

Reacting to an Active Assailant in the Workplace

- **If possible, notify authorities**

If you hear gunshots and believe an active shooter may be present, notify authorities immediately, as long as it is safe to do so. Dial 9-1-1 from a landline or cell phone or send an emergency text to 9-1-1 if that is an option in your area. Share as much information as possible about your location and the situation. Depending on how the situation unfolds, you may need to prioritize your own safety before calling for help.

- **Run**

Put as much distance between yourself and the shooter as possible. Don't worry about your belongings, just quickly consider possible exit routes and evacuate to safety. If you assess that you are in a safe position, attempt to help others escape. As you run, take a "zigzag" path and get to the nearest safe location to take cover. One important thing to remember as you exit your building: don't pull the fire alarm. This could cause unaware employees to empty into corridors and create easy targets for the shooter.

- **Hide**

If you do not believe you can safely escape, find a hiding place and bring as many others in from open spaces as you can. Barricade doors with heavy furniture, turn off the lights and tie-off the door hinge, if possible. Silence any electronics that could give away your position and hide in the corner or behind other furniture until police clear your area.

- **Fight**

If running or hiding is not an option and your life is in imminent danger, you have the option to fight back. This will require decisive, aggressive action, ideally from multiple people. Work as a team to swarm the intruder. If possible, look for an opening when the intruder is distracted or vulnerable, like during a reload or while opening a door with one hand. Keep in mind that everyday objects, such as hot coffee, fire extinguishers, chairs and trash cans can be improvised as weapons.

When law enforcement arrives to eliminate the threat, make sure you keep both hands visible at all times and don't interfere with their ability to do their job. Since their main goal is to locate the intruder, they won't be able to stop to help or answer your questions. Instead, just follow instructions, provide any helpful information you may have — such as the direction of the intruder — and wait for further direction.

Fire Prevention Plan

Purpose

To prevent workplace fires and ensure employee safety by identifying fire hazards, implementing control measures, and maintaining fire prevention systems. This section also outlines the proper response in the event of a fire.

Scope

This plan applies to all employees and operations at [Site Location].

Fire Hazard Identification and Control

Potential Fire Hazards

- Flammable liquids and gases
- Electrical equipment
- Welding and cutting operations
- Smoking areas
- Combustible materials (e.g., paper, wood, packaging)

Control Measures

- Store flammable materials in approved containers and cabinets
- Maintain clear access to electrical panels
- Prohibit smoking except in designated areas
- Require hot work permits for welding and cutting operations
- Keep combustibles away from ignition sources

Fire Protection Systems

The facility is equipped with:

- ABC-rated fire extinguishers (for use by emergency personnel only)
- Fire alarm pull stations located near all exits
- Fire alarm and detection systems
- Sprinkler systems (where applicable)
- Emergency lighting and exit signage

Important Note:

Employees are **not expected or instructed** to use fire extinguishers under any circumstances. The extinguishers are available solely for trained emergency response personnel.

In the Event of a Fire

If you see smoke or flames, remember to use **CARE**:

C – Contain the fire by closing all doors as you leave

A – Activate the nearest fire alarm pull station

R – Report the fire by calling 911

E – Evacuate the building immediately using the safest route away from the fire

Do not ignore a fire alarm, even if you believe it may be false.

Do not attempt to fight fires, even small ones. Your safety is the priority.

Evacuation Guidelines

- Always use the nearest safe exit
- If smoke blocks your primary route, use an alternate route
- Close doors behind you to help contain fire and smoke
- Assemble at the designated meeting point outside the facility
- Remain at the assembly point until given the “all-clear” by emergency personnel

Housekeeping and Waste Control

Good housekeeping is essential to fire prevention:

- Dispose of oily rags and flammable waste in metal containers with self-closing lids
- Keep aisles, exits, and access to fire equipment clear
- Clean up spills of flammable liquids immediately with appropriate absorbents

Fire Prevention Equipment Maintenance

- Fire extinguishers are inspected monthly and serviced annually
- Fire alarms and sprinkler systems are tested per manufacturer and NFPA standards
- Maintenance logs are kept by [Responsible Person/Department]
- [Designated Job Title] is responsible for overseeing inspections and system upkeep

Training Requirements

All employees will receive fire safety training that includes:

- Fire hazards specific to their work area
- Proper storage and handling of flammable materials
- Emergency response and evacuation procedures

Training is provided:

- Upon initial assignment
- When job duties or fire hazards change
- Annually as a refresher

Plan Access and Availability

A copy of this Fire Safety & Prevention Plan is kept at [Location] and is available to all employees during work hours.

For workplaces with 10 or fewer employees, the plan may be communicated orally.

Bomb Threat

Ensure station has Bomb Threat Checklist posted at all phones and/or posted for use in the event of using a cell phone.

Follow the BOMB THREAT CALL REPORT Guide

- Do not hang up phone.
- Get all information: location, size, appearance, time the bomb will explode, etc.
- Alert another staff member to call the phone company to attempt a trace on the call. (Dial "O" for Operator)
- Get the caller to talk as long as possible.
- Notify the Management of the threat.
- Management shall:
 - Call the Police Department & request assistance.
 - Make decision concerning evacuation.

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

Dangerous Goods / Hazardous Material Spills

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

The Director of Safety must be notified after contacting airport emergency services and the 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.
- 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.

Hazardous Chemical / Dangerous Goods Release Spill Prevention Control & Countermeasures Plan (See the WFS Environmental Policy IQSMS Chapter 9)

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 has the 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 (Reference local ERP Emergency Evacuation Plan).**

- **NO ONE MAY ENTER THE RELEASE/SPILL/AFFECTED AREAS UNLESS EMERGENCY SERVICES ISSUES AN “ALL CLEAR”.**
- If there are any questions, immediately contact your Director of Safety. **See ERP: External Contacts** (list above).

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

Notification to the 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 IQSMS Chapter 9 Environmental Policy & Procedures for details.

Storm Water Pollution Prevention

Stormwater runoff is a result of heavy rains. The runoff collects common pollutants that originate from our vehicles. Such pollutants including pesticides and fertilizers, used in our lawns, are washed into storm drains. Other pollutants reach waterways without treatment. Pollutants in the air that wash down with rainwater are untreated and are currently the biggest threat to wildlife and the ecosystem.

In the long run, contamination reaches rivers, lakes and streams making it unfit for recreational water sports and harmful to wildlife. Along with regulations set forth by the EPA under the Clean Water Act, there are other ways of preventing pollutants from reaching waterways.

1. Good Housekeeping

- Clean your parking lots
- Check the grounds for trash
- Keep buildings clean
- Check storage areas for spills

2. Preventative Maintenance

This is important because proper maintenance of equipment and facilities will prevent leaks, spills and erosion. Inspecting equipment and storage is another important step. It will allow individuals to catch the problem before it occurs.

3. Cover Raw Materials and Waste

Do not allow these items to come into contact with rain. It may cause an overflow of rainwater and/or erode.

4. Clean Up Spills Immediately

Immediate cleanup prevents liquids from soaking into the ground

5. Use Spill Containment Equipment

Whenever possible, use spill kits for immediate containment and prevention of contamination via storm drains

6. Clean Equipment in Appropriate Areas

When cleaning equipment, do so in an area that will allow containment of pollutants such as dirt.

External Notification

Contact the local Emergency Response or Airport Authority Emergency or call 911. This will provide initial notification to Law Enforcement and the fire Department.

Name	Company / Title	Daytime Phone	24-hour Phone
Clean Harbors	National Contract	800-645-8265	800-645-8235 (800.OIL.TANK)
Airport	ARCC		(424) 646-5060

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.			
<p style="color: red;">Note: Report hazardous material / Dangerous Goods spills to the Director of Safety before the agencies listed below.</p> <p style="color: red;">- If the Director of Safety is not available then notify the VP of Safety.</p> <p style="color: red;">- If the VP of Safety is not available then report directly to the applicable agencies.</p>			
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.

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

- Remove personnel from contaminated area.
- Keep victim warm and quiet.
- If breathing has stopped, give CPR.
- Keep breathing passages open. Remove false teeth if present.
- Administer oxygen, if available.

Skin Contact

- 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.
- Remove contaminated clothing, cutting away, if necessary. Those assisting, wear gloves, if possible.
- 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:

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

Medical Emergencies

- After a medical emergency has been identified, Management and / or Supervisor must be notified immediately. The Supervisor has the responsibility to ensure that the Management has been notified.
- Determine the level of medical assistance required.
 - If an Ambulance is needed call the airport authority of local emergency services.
- 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.
- 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.
 - HSSE must be contacted within one (1) hour and a Pulse Event created within twenty-four (24) hours. Reference table in IQSMS 7.1
- All non-life/death medical emergencies should be managed by the approved medical provider.
- All Employees who are involved in an injury or accident shall be screened for drugs and alcohol as prescribed by company policy.
- Any medically related case must be entered into the Pulse system within (24) hours.
 - Any Occupational Fatality must be reported to HSSE immediately.

Additional Required Components (Must be included in local ERP):

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

Live Animal (AVI) Handling in Emergencies

Background

This plan supplements WFS Emergency Response Plans to specifically address AVI handling needs in the event of an emergency.

Environmental Support

Temperature controlled environment – AVI shall be kept in an environment that will allow for the control of both hot and cold weather. It is also important to ensure ventilation is adequate for the number of AVI being cared for. Facilities should also be dry and under cover. If such conditions cannot be met:

Management Action

1. Coordinate availability and movement of AVI to other WFS facility or local veterinary.
2. Contact airline and customers with updated AVI location.

Evacuations

Disaster preparedness can mean the difference between undue loss and suffering of animals, which can compound trauma to human victims, and successful evacuation and care for both people and animals. Safe evacuation of all people from the designated area is the priority, after which AVIs can be tended to.

Fire/ Explosions- Management Action

1. Follow all safety protocols as it pertains to Fire/ Safety ERP.
2. Once area has been cleared of employees, secure AVIs in designated assembly point.
3. Gauge severity of impact on AVI-
 - No impact on AVI by fire, coordinate move to other WFS facility or local veterinary.
 - Minor exposure, coordinate move to local veterinary.

Severe Weather- Management Action

1. Follow all safety protocols as pertains to Sever Weather ERP
2. Monitor and communicate forecasts and bulletins.
3. Shelter in place to wait out event
4. If shelter in place is no longer an option due to severity of threat, make efforts to move AVIs to a local veterinary.

Escaped Animals

GHA personnel are not allowed to open animal cages. If for any reason, animals escape their enclosures:

Management Action

1. Immediately contact the USDA
2. Be prepared to provide location details and animal description
3. Inform airline

Feeding and Water Disruptions

Take necessary steps to facilitate feeding/ watering. GHA personnel are not to feed animals.

Management Action

1. Notify the airline and customers of the disruption. Contact the local veterinarian if necessary for feeding/ watering.

AVI Emergency Contact List

NOTIFICATION	COMPANY OR AGENCY	PHONE (24 HR.)
Attending Veterinarian	Kennel Club	310-868-0870
USDA Inspector	USDA	310-955-3311
Emergency Management	WFS Medardo Ramirez	323-314-3385
Animal Poison Control	Kennel Club	310-868-0870
Hospital	Kennel Club	310-868-0870

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 (Follow Pulse Inclement Weather Checklist for each):

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 rain and/or freezing drizzle.
- Sustained winds greater than 30 knots.
- Temperature below freezing and 20°F lower than the average minimum.

Definitions

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

- **Watch** – There is a possibility of severe weather.
- **Warning** – Severe weather is expected.

Action at the station level

- Appoint a Severe Weather Coordinator to,
- Monitor and communicate forecasts and bulletins.
- Follow the plan of action.
- Coordinate activity before, during and after severe weather.
- Complete the inclement weather inspection in Pulse to ensure preparedness.

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

- 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:

- For Ground Equipment -
 - Secure all equipment that cannot be moved indoors.
- 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.

- **For Loaded Aircraft**
 - Move to appropriate areas coordinated with Maintenance supervisor; Close and secure.
 - Visually check on board once an hour.

Securing GSE Prior to Severe Weather

Prior to a weather emergency event, it is crucial to secure all ground service equipment on the ramp to prevent potential damage and ensure safety. Properly securing equipment such as tow tractors, air stairs, tow bars, baggage carts, and others requires anchoring them and using.

- chocks to stabilize their wheels
- Turning off engines
- locking brakes
- When possible, move GSE inside or up against building

These precautions mitigate the risk of equipment becoming hazardous projectiles or obstructing emergency operations during severe weather conditions. By taking these steps, we help maintain a safer environment for personnel and protect valuable assets from unnecessary damage.

Airport and Ramp Areas

The Station Manager or designated representative will ensure that the following are taken into account:

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

It is a requirement to document the local severe weather processes for use by all employees.				
	Source of Weather Information (N/A if not applicable)	Type of Notification Required and to Whom	Required Actions with GSE?	When is Alert/Activity over?
Thunderstorm and Lightning	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	Must Shut off	LAWA alert sent for all clear
Tornado	n/a			
Hurricane	n/a			
Snow/Freezing Precipitation	n/a			
Extreme Cold or Cold	n/a			
High Winds	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	Must Chock and secure all GSE	LAWA alert sent for all clear
Low Visibility	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	Slow down and use headlights	LAWA alert sent for all clear
Earthquake	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	Proceed with caution Stop operations if severe	LAWA alert sent for all clear



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

If you are in a building, go to the center of a small interior room or interior hallway on the lowest level, away from windows, doors, and outside walls. Put as many walls as possible between you and the outside. Avoid large rooms with large span roofs (gymnasiums, cafeterias).

Management Pre-Action

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

Management Immediate Action

- After the need to take shelter has been established announcements shall be made to take shelter.
 - 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.
- After the threat has passed, initiate a head count and return to work or as directed by management

Hurricanes

Background

Hurricanes are powerful and destructive tropical cyclones characterized by strong winds, heavy rainfall, and storm surges. Forming over warm ocean waters, hurricanes can cause widespread damage to coastal areas and inland regions, with the potential to disrupt infrastructure, destroy buildings and cause significant flooding. These intense storms can pose a serious threat to human life and property, making preparedness and evacuation measures essential for minimizing the impact and ensuring the safety of individuals and affected areas.

Definitions

- **Category 1** - Winds range from 74 to 95 mph. Although Category 1 hurricanes are considered weak, they can still damage poorly constructed buildings, trees, and power lines.
- **Category 2** - Winds range from 96 to 110 mph. Category two hurricanes are moderately strong and can cause extensive damage to roofs, windows and doors. They can also uproot trees and cause power outages.
- **Category 3** - Winds range from 111 to 129 mph. Category 3 hurricanes are considered major hurricanes that can cause significant damage. They can destroy well-built homes, uproot trees, and cause widespread power outages.
- **Category 4** - Winds range from 130 to 156 mph. Category 4 hurricanes are extremely dangerous. And can cause severe damage to well-built structures. They could also cause extensive power outages and render areas uninhabitable for weeks or months.
- **Category 5** - Winds exceed 157 mph. Category 5 hurricanes are the most intense and catastrophic. They can completely destroy buildings, uproot trees and cause long-term power outages. They pose a significant risk to life and often result in widespread devastation.

Shelter Areas

- Seek a sturdy basement or an interior room on the lowest floor away from windows and doors. Depending on the severity, evacuation may be necessary.

Management Pre-Action

- **Monitor Weather Updates:** Stay informed through reliable sources about the hurricane's trajectory and potential impact on your area.
- **Review Emergency Plans:** Ensure all employees are familiar with evacuation routes, shelter locations, and communication protocols.
- **Secure Facilities:** Implement preparations such as securing outdoor equipment, boarding up windows if necessary, and safeguarding critical documents and equipment.
- **Communicate Proactively:** Use multiple channels to keep employees informed of developments, safety procedures, and potential work disruptions.
- **Coordinate with Authorities:** Establish communication with local authorities and emergency services to stay updated on evacuation orders or other directives.

Management Immediate Action

Ensure Employee Safety: Continuously monitor the situation and prioritize employee safety. Communicate regularly with them and provide guidance on staying safe.

- **Monitor Facility Conditions:** Track any damage to the facility and assess safety hazards. Address immediate concerns such as leaks, structural damage, or power outages promptly.
- **Activate Business Continuity Plans:** Implement plans to maintain essential operations, such as relocating critical staff or services to alternative locations if feasible.
- **Coordinate with Authorities:** Stay in contact with local authorities and emergency services for updates on the situation and adhere to any directives or evacuation orders.
- **Communicate Continuously:** Use various communication channels to keep employees, clients, and stakeholders informed about the status of operations, safety measures, and any changes in plans.

Earthquake

Background

An earthquake is a sudden and violent shaking of the ground caused by the movement of tectonic plates beneath the Earth's surface. These plates, which make up the Earth's crust, are constantly in motion due to the heat generated from the planet's core. When the stress built up at the edges of these plates is released suddenly, it creates seismic waves that propagate through the Earth, causing the ground to shake. Earthquakes vary in intensity and can result in widespread destruction of buildings, infrastructure, and landscapes, often accompanied by aftershocks that can further destabilize affected areas.

Definitions

- **Magnitude:** This measures the energy released at the earthquake's source. It's typically quantified using the Richter scale or the moment magnitude scale (Mw). Magnitude levels can range from micro (less than 2.0), minor (2.0-3.9), light (4.0-4.9), moderate (5.0-5.9), strong (6.0-6.9), major (7.0-7.9), to great (8.0 and above).
- **Intensity:** This describes the effects of an earthquake at a specific location. The Modified Mercalli Intensity (MMI) scale is commonly used to assess the level of shaking and damage experienced at the surface, ranging from I (not felt) to XII (total destruction). Intensity levels depend on factors such as distance from the epicenter, local geology, and building construction.

Shelter Areas

During an earthquake, seek shelter indoors away from windows, glass, and exterior walls. Ideally, find a sturdy table or desk to take cover under to protect yourself from falling debris. Stay put until the shaking stops and avoid using elevators.

Management Pre-Action

- **Emergency Preparedness Plan:** Develop and communicate an earthquake emergency plan for employees, including evacuation routes and assembly points.
- **Training and Drills:** Conduct regular earthquake drills to ensure employees know what to do during an earthquake.
- **Secure Equipment and Furniture:** Secure heavy equipment and furniture to prevent tipping or falling during shaking.
- **Emergency Supplies:** Stock emergency supplies such as first aid kits, flashlights, and non-perishable food and water.
- **Building Safety Assessment:** Conduct a building safety assessment to identify and address potential hazards like unsecured shelving or glass.
- **Communication Protocol:** Establish a communication protocol for employees to follow during and after an earthquake, including how to check in and report injuries or damages.

Management Immediate Action

- **Drop, Cover, and Hold On:** Take cover under a sturdy desk or table.
- **Assess Safety:** Quickly assess the safety of employees.
- **Monitor for Aftershocks:** Be prepared to react to aftershocks.
- **Check for Injuries and Hazards:** Check for injuries and identify any hazards like fires or structural damage.

Returning to Work After a Severe Weather Emergency

To effectively return to work after a severe weather emergency,

- Assess and ensure the safety and functionality of the workspace
- Communicate clearly with employees and stakeholders about any changes or delays
- Prioritize and manage critical repairs before fully resuming operations
- Gradually resume operations, addressing any lingering issues as they arise
- Support employees by offering flexibility and assistance during the adjustment period
- Review the emergency response and update plans to improve resilience for future events



Appendix

Clean Harbors



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

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Bomb Threat Checklist



WORLDWIDE FLIGHT SERVICES EMERGENCY PLAN



BOMB THREAT CHECKLIST																																																	
<ol style="list-style-type: none"> 1. When is the bomb going to explode? 2. Where is the bomb right now? 3. What does the bomb look like? 4. What kind of bomb is it? 5. What will cause the bomb to explode? 6. Did you place the bomb? 7. Why? 8. What is the address? 9. What is your name? <p style="text-align: center; margin-top: 10px;"><u>EXACT WORDING OF BOMB THREAT:</u></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Sex of caller: _____ Race: _____</p> <p>Age: _____ Length of call: _____</p> <p>Telephone number of which call is received: _____</p> <p>Time call received: _____</p> <p>Date of call received: _____</p> <p style="text-align: center; margin-top: 10px;"><u>CALLER'S VOICE</u></p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Calm</td> <td><input type="checkbox"/> Nasal</td> </tr> <tr> <td><input type="checkbox"/> Soft</td> <td><input type="checkbox"/> Angry</td> </tr> <tr> <td><input type="checkbox"/> Stutter</td> <td><input type="checkbox"/> Loud</td> </tr> <tr> <td><input type="checkbox"/> Excited</td> <td><input type="checkbox"/> Lisp</td> </tr> <tr> <td><input type="checkbox"/> Laughter</td> <td><input type="checkbox"/> Slow</td> </tr> <tr> <td><input type="checkbox"/> Rasp</td> <td><input type="checkbox"/> Crying</td> </tr> <tr> <td><input type="checkbox"/> Rapid</td> <td><input type="checkbox"/> Deep</td> </tr> <tr> <td><input type="checkbox"/> Normal</td> <td><input type="checkbox"/> Distinct</td> </tr> </table>	<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal	<input type="checkbox"/> Soft	<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter	<input type="checkbox"/> Loud	<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp	<input type="checkbox"/> Laughter	<input type="checkbox"/> Slow	<input type="checkbox"/> Rasp	<input type="checkbox"/> Crying	<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep	<input type="checkbox"/> Normal	<input type="checkbox"/> Distinct	<table style="width: 100%; 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