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			Issue No. 1	Rev. No. 8
	Date: 10.01.2025			

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## **I. OVERVIEW**


Technopark, since its inception follows a specific Emergency Management Plan established by its founding team. The plan has been revised many times according to the growth and expansion of the Organization. Several new headings and points have been introduced per the periodical ISO audit recommendations and periodic changes in global emergency management strategies. This document has been prepared based on the existing plan incorporating many resilient features from the State and Central crisis mitigation strategies and is subject to revisions as appropriate. Individual companies and other establishments in the Technopark community are expected to have their crisis management strategies aligned with this plan.

## **II. PURPOSE AND SCOPE**

- A. This document establishes the Emergency Management Plan (Plan) for the Campus and assigns responsibilities for the plan's development, implementation, and maintenance.
- B. The Plan is designed to maximise human safety and survival, preserve property, minimise danger, restore normal activities of the Technopark, and assure responsible communications with Technopark constituents.
- C. Individual units are responsible for developing unit-specific emergency plans to maintain continuity of business, instruction, or research operations to recover from an emergency as quickly as possible.
- D. The Technopark Emergency Response Team will manage the plan and provide it to authorities with local and state emergency units for incorporation into their plans.

## **III. POLICY STATEMENTS**

- A. Technopark is committed to supporting the safety and welfare of its staff, employees of companies, contract staff, and visitors.
- B. All members of the Technopark community are expected to take personal responsibility for following the policies and procedures of Technopark in the event of an emergency and for acting/following the instructions given by the Emergency Management Team.
- C. Technopark will conduct continuous planning to minimize the risk of personal injury, and property loss from critical incidents; will cooperate with local, state and federal agencies and public bodies that have responsibilities related to disaster preparedness, response and control;

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and will take necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or disaster.

#### **IV. DEFINITIONS**

**Emergency** – An event that can cause death or significant injuries to staff, contract staff, or the public; or that can suspend business, disrupt operations, create significant physical or environmental damage, or that can threaten Technopark’s financial standing or public image.

**Emergency Levels** – A ranking that classifies emergencies according to their severity and potential impact.

**Emergency Management Team (Team)** – Technopark administrators responsible for managing the Emergency Management Plan and coordinating Technopark’s response to an emergency. The Team consists of a Policy Group and a Response Team.

**Control room** – A location selected by the Emergency Management Team to be used to coordinate Technopark’s emergency decisions and resources.

#### **V. EMERGENCY MANAGEMENT TEAM**

A. The Emergency Management Team Leader (GM – Projects) may convene the Emergency Management Team in an emergency.

B. The Emergency Management Team consists of a Policy Group and a Response Team.

1. Policy group consists of

- GM (Projects)
- AGM (Finance)
- DGM (Marketing & Customer Relationship)
- Chief Security Officer
- AGM (IR & Admin)
- Fire & Safety Officer

2. The Response Team determines the scope of an emergency and advises the Policy Group and the CEO. The Response Team establishes strategies and tactics, deploys resources, and initiates the recovery. Although other officials may be added depending upon the nature of the emergency, the Response Team consists of:


- AGM (Civil)
- Manager (Electrical)
- Manager (MEP)

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- Senior Executive (Admin)
- Representatives from MEP, Electrical, & Civil O & M
- Assignment Inspectors
- Fire O&M team.
- Respective Building In-charges.


## **VI. EMERGENCY LEVELS**

- A. Level 1 – Minor incidents in localized areas or campus buildings. They affect a small segment of the Technopark community; they can be quickly contained or resolved with existing Technopark resources. These incidents do not require the activation of Technopark’s Emergency Management Plan and are not designated as “campus states of emergency.” Examples: localized fires, minor chemical spills, plumbing failure in buildings, sewer stoppages in an area of campus, etc. In a Level 1 emergency, the respective company owner of the affected area/facility or the Assignment Inspector should coordinate an appropriate response with the assistance of the Fire Operational and Maintenance Team.
- B. Level 2 – Major incidents that affect sizable segments of the Technopark community or disrupt entire portions of the Technopark property. These situations require a coordinated response beyond normal operating procedures. The Emergency Management Plan may or may not be activated based upon an assessment by the Emergency Management Team. Upon advice by the Emergency Management Team, only the Technopark CEO may declare a Level 2 emergency. Examples: Major structural damage, severe flooding, major chemical spills, extensive utility outages, major fires, etc. requiring a coordinated response beyond normal operating procedures.
- C. Level 3 – Major incidents that affect the entire campus and the surrounding community. Such situations are wide-ranging, and complex, and cannot be handled through Technopark’s normal resource levels. They require a campus-wide response and extensive coordination with external jurisdictions. Technopark’s Emergency Management Plan is activated and linked to those of surrounding external jurisdictions. The Emergency Management Team will coordinate Technopark activities with those of local, state, and/or federal officials. Only the Technopark CEO upon advice of the Emergency Management Team, can declare a Level 3 emergency. Examples: Hurricanes with major damage to the Technopark, major earthquakes, widespread chemical spills, biological agent contamination, major fires, terrorist attacks, etc.

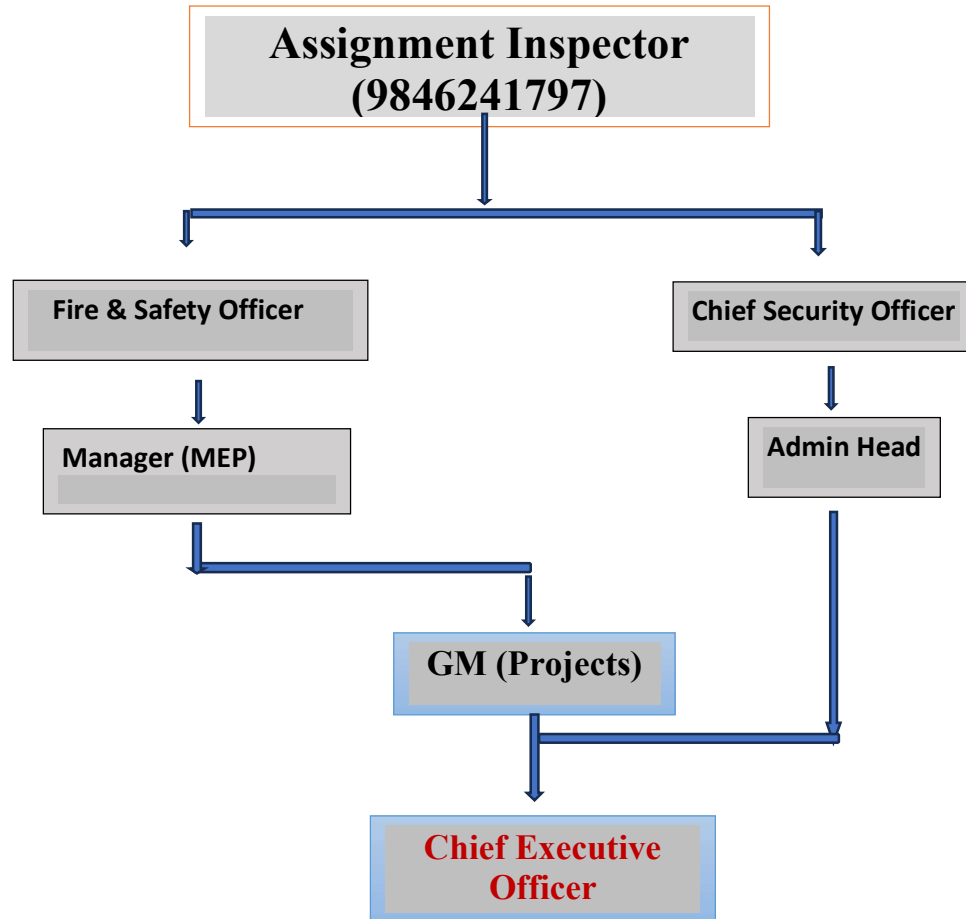
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## VII. EMERGENCY NOTIFICATION SYSTEM

- A. During a Level 1 emergency, the appropriate response units, will alert and notify affected building managers, Department Heads, and/or Directors. This can be accomplished in person or by telephone depending on the situation. Periodic updates will be provided to affected areas as necessary and appropriate.
- B. During a Level 2 or Level 3 emergency, making timely internal and external emergency announcements requires a broader approach involving many participants. The employees, contract staff, administrators, and visitors must know what happened, where it happened, and what to do next.
- C. The Head of the Administration is responsible for coordinating all internal and external communications during an emergency and is an integral part of the Emergency Management Team. The Head of the Administration may use all available resources and personnel to accomplish this task. Other members of the Emergency Management Team will assist with communicating emergency information as necessary.
- D. The Office of Technopark Communications will contact the news media for dissemination of information as directed by the CEO or the Emergency Management Team; prepare announcements for the media concerning the emergency; arrange for public announcements through local radio and TV stations; and establish, if necessary, an appropriate communications centre for media operations during the emergency that is near, but not in the same location as the control room.
- E. The telephone, if functional, will be used to notify other affected personnel and units. All companies, other establishments and administrative units will establish unit-specific emergency contact lists for emergency notifications of employees and/or staff, and their contract staff. Periodic updates and signoffs by the appropriate administrator are required.
- F. Building fire alarm systems may be used to evacuate buildings during fire and other emergencies.
- G. Emergency messages can be faxed/e-mailed to all Companies in Technopark for posting.
- H. Assignment Inspector to act as per Appendix-B

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### VIII. ESCALATION CHART OF EMERGENCY NOTIFICATION



**Note:** In most emergencies, safety and security are closely related. Hence, the Fire Safety officer and the Chief Security Officer must be aware of the situation and work together. However, the prime responsibility lies separately for some emergencies as listed below.

**Fire & Safety Officer:** Fire, Earthquake, Flood, Infectious disease outbreak, medical or psychological emergencies, Food poisoning, Explosion, Chemical or radiation spill, Biological or chemical weapon attack, vehicle accident, etc.

**Chief Security Officer:** Bomb threat, Criminal behaviour, Hostage-taking, Terrorism, Surveillance or probing activity, Suspicious parcels or letters, etc.


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## **IX. RECOVERY/DEACTIVATION**

- A. When conditions stabilize and normal Technopark operations resume, the Emergency Management Team will deactivate the Plan based upon advice and recommendations from members of the Team and external participants, as appropriate. An official announcement will be disseminated.
- B. If the nature of the incident requires continuity of some emergency services, the Emergency Management Team may appoint an Emergency Response Team to coordinate those activities. Continuing concerns may include ongoing structural repair, space management, support services for affected employees and community relief efforts.
- C. Emergency Management Team will appoint an Emergency Cost Recovery Work Group, if necessary. The composition of the work group will be related to the nature and magnitude of the emergency but will include a core membership representing all key personnel.
- D. Administrative units will prepare post-event claims based on their loss(es) and submit them to the workgroup. Additional materials and documents from external funding sources, such as the Emergency Preparedness Division and FEMA, will be distributed as needed.

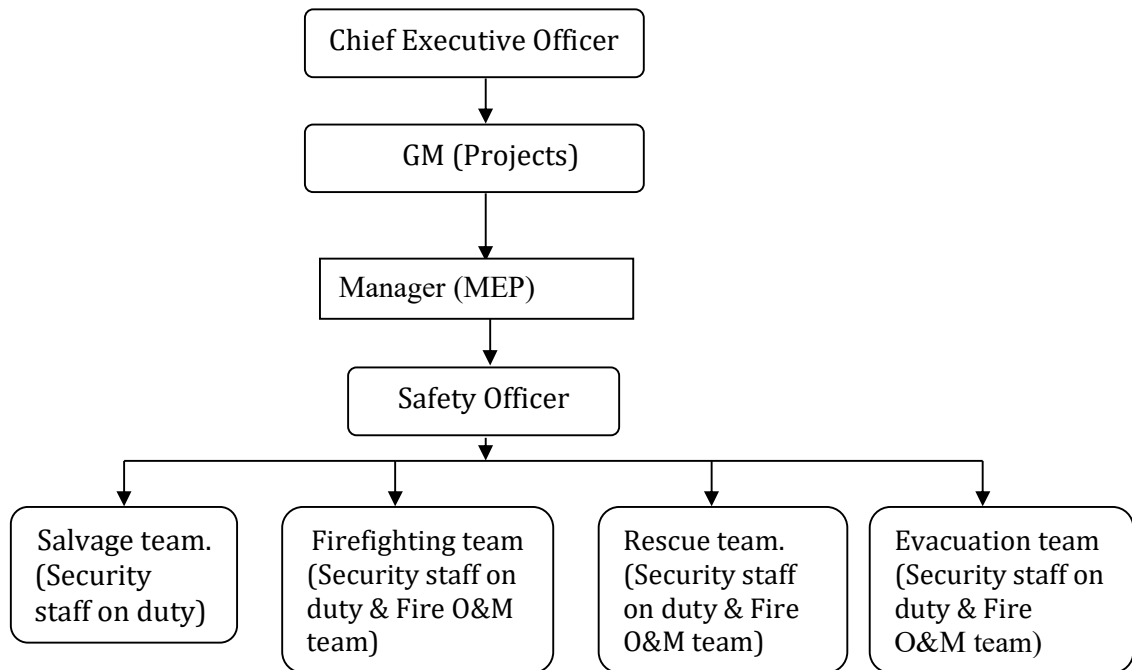
## **X. EMERGENCY UPDATES, DRILLS AND TRAINING**

- A. Emergency Management Team will coordinate and implement the Emergency Management Plan. The Team will meet regularly to evaluate the emergency procedures outlined in the Plan and to consider revisions and updates.
- B. The Safety Officer will ensure that each campus building has appropriate building safety monitors assigned and that emergency evacuation procedures are posted throughout each facility.
- C. The Emergency Management Team will coordinate routine tabletop exercises to test the Emergency Management Plan's validity and will conduct at least one mock disaster drill annually. After evaluating the results of the exercise and/or mock disaster drill, the Team will provide training to individuals and/or units as needed.
- D. The Safety Officer will ensure his personnel are trained with local and state emergency units when training is available as they are the primary first responders for the campus.

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- E. The Safety Officer is responsible for training building safety monitors and other employees as appropriate and necessary. This training, which will include familiarization with Technopark’s Emergency Management Plan, will be given to all Technopark employees.
- F. The Emergency Management Plan will be posted on Technopark’s website with instructions for obtaining printed copies.

**XI. FIRE AND OTHER EMERGENCY ORGANIZATION CHART**



**XII. SPECIFIC EMERGENCY PROCEDURES**

**a. Bomb Threat**

Anyone who receives a bomb threat should follow these procedures in the order shown:

**Most Important: Do not touch any suspicious object or potential bomb.**

- If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller. (Checklist attached as Appendix A)
- Record the conversation if possible.



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- Call the police and give your name, location, and telephone number. Inform the police of the situation, reporting the exact words of the threat. This includes information you may have regarding the location of the threat, the time of the threat, and the time you received the call.
- Do not evacuate the building and do not sound the alarm but wait for further instructions. Police and other authorities will be responsible for evacuations of buildings or of the campus if necessary.
- If you spot something out of the ordinary that appears suspicious, report it to the police. Under no circumstances should you touch, tamper with, or move suspicious objects or confront persons acting suspiciously.
- **Immediately cease using all wireless transmission equipment (cellular phones, laptop computers, 2-way radios).**
- If the building is evacuated, move as far from the building as possible. Keep the street, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Do not return to the building until told to do so by the Police.
- In some cases, it will be necessary for Police to enlist personnel from the affected building to assist in suspicious packages. Please assist the emergency personnel as much as possible.
- Report bomb threats received by means other than the telephone to police. E.g.: Letters, pamphlets, leaflets, notes, etc.

**b. CHEMICAL OR RADIATION SPILL**

Observe the following procedures in the event of a chemical or radiation spill:

- Report immediately any spillage of a hazardous chemical or radioactive material to police.
- When reporting, be specific about the nature of the material involved and the exact location of the spill. Police will contact the necessary specialized authorities and medical personnel.
- Move away from the spill and help keep others away. Do not walk into or touch any of the spilt substances. Try not to inhale gases, fumes, and smoke.
- Those who may be contaminated by the spill should avoid contact with others, remain in the vicinity, and give their names to police. As necessary, first aid and cleanup by specialised authorities should be started at once.

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- The key person on site should vacate the affected area at once and seal it off to prevent further contamination until the arrival of police and personnel from the fire and safety department.
- If a building emergency exists, activate the building alarm. Caution: In some buildings, the alarm rings only inside the building. In that case, report the emergency by phone to the police.
- When a building evacuation alarm is sounded, an emergency exists. Move quickly to the nearest marked exit, exit the building, and alert others to do the same.
- Assist the disabled in exiting the building. Elevators should be reserved for disabled persons. However, elevators should not be used in case of a fire.
- Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Assist emergency crews as requested.
- An Emergency Operations Centre may be set up near the emergency site. Stay clear of this area unless you have official business there.
- Do not return to an evacuated building unless told to do so by an authorized Technopark official.

**c. CRIMINAL BEHAVIOUR**

Members of the Technopark community are requested to help keep the campus safe by avoiding risks, being alert to suspicious situations, and promptly reporting them. The police and security staff help and give protection 24 hours a day, seven days a week, and around the year.

Observe the following procedures if you are exposed to violent or criminal behaviour:

- If you are a victim or a witness to any on-campus offence, promptly notify the police and report the incident. Include the following:
  - Nature of the incident
  - Location of the incident
  - Description of person(s) involved.
  - Description of property involved.

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- If you observe a suspicious person on campus, immediately notify the police and report what you observed.
- Assist the officers when they arrive by supplying them with all additional information and asking others to cooperate.
- Should gunfire or discharged explosives jeopardise the campus, take cover immediately using all available concealment. When reasonably safe, contact the police immediately.

**d. EXPLOSION**

Observe the following procedures if you are in a building that suffers an explosion:

- Leave the building immediately and activate the closest fire alarm. Do not stop to retrieve personal possessions or make phone calls. If objects fall around you, get under a sturdy table or desk until they stop falling. Then leave quickly, watching for weakened floors and stairs and falling debris.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. **DO NOT USE ELEVATORS.** Cover your nose and mouth with a wet cloth or handkerchief. Feel the lower, middle, and upper parts when approaching a closed door, using the back of your hand. Never use the palm of your hand or fingers to test for heat. If the door is not hot, open it slowly and ensure that fire and/or smoke is not blocking your escape route before continuing. Be prepared to crawl as smoke, poisonous gases and heat rise. If the door is hot, do not open it, but try to escape through a window. If you are on a high floor, hang a white or light-coloured cloth or rag outside the window to alert firefighters of your location.
- If you are trapped in debris, do not light a match. Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing. Rhythmically tap on a pipe or wall so rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort when you hear sounds and think someone will hear you. Shouting can cause the inhalation of dangerous amounts of dust. Evacuations – Information concerning evacuations will be disseminated should it become necessary. Many factors determine if a building or dormitory will be evacuated. In consultation with many other departments and agencies, the Safety Officer will advise the community of the need to evacuate during an emergency and of areas being used to temporarily house those being evacuated.

**e. FIRE**

- Know the location of fire exits in the building. Know the location of fire extinguishers and alarm systems and how to use them.

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- If a minor fire appears controllable, immediately contact the Fire Department. Then promptly locate a fire extinguisher and direct the discharge of the extinguisher toward the base of the fire. If others are with you, have one person make the emergency call while another uses the fire extinguisher.
- If an emergency exists, activate the building alarm. Caution: In some buildings, the alarm rings only inside the building. In that situation, you must report the fire by phone.
- For large fires that do not appear controllable, evacuate all rooms by closing all doors to confine the fire and reduce oxygen. Do not lock the doors. Notify the Fire Department and police.
- When a building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
- Assist the disabled in exiting the building. **Do not use the elevators during a fire.** Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your designated building assembly location. Stay there until an accurate headcount is taken. The Emergency Coordinator will take attendance and assist in accounting for all building occupants.
- Assist emergency crews as requested.
- An Incident Command Post may be set up near the emergency site. Stay clear of this area unless you have official business there.
- Do not return to an evacuated building unless told to do so by an authorized Technopark official.

Note: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews. Do not panic.

**f. HOSTAGE TAKING**

- Be patient. Time is on your side. Avoid drastic action.

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- The initial 45 minutes are the most dangerous. Follow instructions, be alert, and stay alive. The captor may be emotionally disturbed. Do not make mistakes that could jeopardise your well-being.
- Don't speak unless asked to and then only when necessary. Do not talk down to the captor who may be agitated. Avoid appearing hostile. Maintain possible eye contact with the captor but do not stare. Treat the captor like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.

**g. INFECTIOUS DISEASE OUTBREAKS**

Avian Flu, Measles, Mumps, SARs, COVID-19, and other infectious diseases can threaten the Technopark community as they do worldwide. If an infectious disease outbreak threatens the Technopark, Technopark officials will collaborate with the State and National officials to determine the best course of action regarding operations at the Technopark. The Companies shall report any outbreak within their premises to Technopark administration. Information related to any widespread infectious disease outbreak will be available on Technopark's website.

**h. MEDICAL OR PSYCHOLOGICAL EMERGENCY**

**Medical assistance**

The campus health Centre will provide medical assistance to employees if the individual needing assistance is ambulatory. The Health Centre treats minor injuries and acute illnesses during scheduled operating hours of 8 a.m. to 5 p.m., Monday through Friday.

**Health Centre Medical Support Plan**

The Health Centre staff will provide triage, emergency first aid, and treatment for minor injuries on a delayed basis, and coordinate the evacuation of the seriously injured through the supporting local hospitals.

**Accessing Emergency Medical Assistance**

**Call Park Centre Ambulance at 0471-2700071.** When calling for emergency medical assistance, provide the following information:

- Nature of the medical emergency (type of injury, number of injured)
- Location of the emergency (building and room number)
- Your name and the phone number from which you are calling

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## i) Earthquake

During an earthquake, remain calm and quickly follow these steps:

- If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- If an emergency exists, activate the building alarm. Caution: in some buildings, the alarm rings only inside the building. You must report the emergency by phone to the police.
- When a building evacuation alarm is sounded, walk to the nearest marked exit, and ask others to do the same. Move to the Assembly Area.
- Assist the disabled in exiting the building. Do not use elevators in case of earthquake or fire.
- Once outside, move to a designated assembly area (at least 500 feet away) from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Report damaged facilities to police and Facility Services. Note: gas leaks and power failures create special hazards.
- After the initial shock, evaluate the situation. If emergency help is necessary, call emergency services personnel. Do not panic but always protect yourself and be prepared for after-shocks.
- Do not return to an evacuated building unless told to do so by an authorized Technopark official.
- Assist emergency crews if requested.
- If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energised. Know your assembly location and proceed there as soon as it is safe.
- If you are in an automobile, stop in the safest place, preferably away from power lines, trees, overpasses, and bridges. **Stop as quickly as safety permits but stay in the vehicle for the shelter it offers.**

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## **j. TERRORISM**

Terrorism is violence or the threat of force or violence against persons or property for purposes of intimidation, coercion, or ransom. Terrorists use threats or violent acts to create fear among the public and to obtain immediate publicity for their cause(s). Terrorism is no longer an event that only happens somewhere else.

Acts of terrorism range from threats, assassinations, kidnappings, hijackings, bomb scares and bombings, and cyber-attacks, to the use of chemical, biological and nuclear weapons. High-risk targets include military and civilian government facilities, international airports, large cities, and high-profile landmarks. Terrorists might also target large public gatherings, water and food supplies, utilities, and corporate centres. Further, terrorists may spread fear by sending explosives or chemical and biological agents through the mail. In such cases, immediately inform the police.

### **k) Biological/Chemical Weapon Attack**

Biological warfare agents are organisms or toxins that can kill or incapacitate people, livestock, and/or crops. The three basic groups of biological agents that would likely be used as weapons are bacteria, viruses, and toxins. Most biological agents are difficult to grow and maintain. Many break down quickly when exposed to sunlight and other environmental factors, while others, such as anthrax, are very long-lived. Biological agents can be dispersed by spraying them in the air, by infecting animals that carry disease to human beings or by contaminating food and water supplies.


Indicators of possible biological agent usage include:

- unusual dead or dying animals or fish.
- unusual illness for the region or area.

Chemical warfare agents are poisonous vapours, aerosols, liquids, or solids that have toxic effects on people, animals, or plants. They can be released by bombs, sprayed from aeroplanes, boats, or vehicles, or used as a liquid to create a hazard to people and the environment. Some chemical agents may be odourless and tasteless. They can have an immediate effect (a few seconds to a few minutes) or a delayed effect (several hours to several days).

Indicators of possible chemical agent usage include:

- Unusual dead or dying animals (lack of insects).
- Unexplained casualties (multiple victims; serious illness; nausea; disorientation; difficulty breathing; convulsions, etc.)

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- Suspicious devices/packages (unusual metal debris, abandoned spray devices, unexplained munitions).

Steps to take:

- Immediately report any of the above indicators to police. When reporting, be specific about the nature of the involved material and the exact location. Police will contact the necessary specialized authorities and medical personnel.
- Move away from the area, device or package and keep others away.
- Do not walk into or touch any of the suspicious material.
- Try not to inhale gases, fumes, or smoke.
- Anyone who may be contaminated should avoid contact with others to the extent possible. Remain in the area and give identification to the police.
- If moved outside by the authorities, move to a clear area at least 500 feet away from the affected building(s) and keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- Assist emergency personnel as requested.
- Do not return to an evacuated building unless told to do so by an authorized Technopark Official.

#### **I) Surveillance/Probing Activity**

- Report attempts to test or conduct reconnaissance of security operations at critical infrastructure/key resource facilities, high-profile venues, or sector-specific events.
- Report any persons showing uncommon interest in security measures or personnel, entry points or access controls, or perimeter barriers such as fences or walls.
- Report any persons showing uncommon interest in photographing or videotaping critical infrastructure/key resource facilities, networks, or systems.
- Report any theft of or missing official company identification documents, uniforms, credentials, or vehicles necessary for accessing critical infrastructure/key resource facilities, or sector-specific events.



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- Report any theft, purchase, or suspicious means of obtaining plans, blueprints, alarm system schematics, or similar physical security-related or sensitive information related to a facility with critical infrastructure or key resource facilities and systems.
- Report any discovery of documents (particularly foreign language products) containing pictures or drawings of critical infrastructure/key resource facilities or systems.
- Report any persons near critical infrastructure/key resource facilities who do not fit the surrounding environment, such as individuals wearing improper attire for conditions or those not normally in the area such as homeless persons, street vendors, demonstrators, or street sweepers.
- Report pedestrian surveillance near critical infrastructure/key resource facilities involving any surveillance activity of sensitive operations, including photography, videotaping, or extensive notetaking/use of audio recorder (regardless of the number of individuals involved), or mobile surveillance by cars, trucks, motorcycles, boats or small aircraft.

#### **m) Suspicious Parcels and Letters**

Be wary of suspicious packages and letters. Biological agents such as anthrax can be transferred to targeted locations using a letter or package in the mail system. Additionally, packages and letters can contain explosives or chemical agents.

Be suspicious of letters or packages exhibiting a combination of the following characteristics:

- No return address or one that is illegible or incorrect.
- Excessive postage.
- Postmark that does not match the return address.
- Hand-written or poorly typed addresses.
- Misspelling of common words.
- Restrictive markings such as “Confidential” or “Personal”.
- Unusual weight, odd shape, or indication of a substance inside the envelope.
- Heavily taped exterior of the package or envelope.
- Appearance that is stained or has a strange odour.

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Do not open any letter or package that appears suspicious.

- If possible, carefully return the contents to the package or envelope.
- Set the package and contents down in a clear space.
- Do not attempt to investigate the contents and do not allow unqualified personnel to handle the contents or packaging.
- Wash your hands with soap and water or sanitizing gel.
- Follow any other instructions given to you by the police.


#### **n) VEHICLE ACCIDENT**

Vehicle accidents include injury or death due to accidents involving Technopark-owned and/or operated vehicles and commercial conveyances carrying or otherwise encountering Technopark employees.

#### **Vehicle Accident on Campus**

Take the following action in the event of a traffic accident:

- Traffic accidents can happen in many ways. A vehicle hitting another vehicle, a vehicle hitting buildings/ trees/lamp posts, a Vehicle hitting a pedestrian, a vehicle catching fire etc are the many ways of a vehicle accident.
- After the accident happens, the first person who reaches the spot should try to rescue the person from the vehicle and give first aid. He should also inform the Safety officer who in turn will inform the police and will arrange for moving the injured to a safe place/hospital if advanced treatment is required.
- When the police reach the spot, give them sufficient support.
- If any person is injured, give first aid and transfer to the nearest hospital.

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### **o) FOOD POISONING**

In Case of Suspected Foodborne Illness follow these general guidelines:

Preserve the evidence. If a portion of the suspect food is available, wrap it securely, mark "DANGER" and freeze it. Save all the packaging materials, such as cans or cartons. Write down the food type, the date, other identifying marks on the package, the time consumed, and the onset of symptoms. Save any identical unopened products.

Seek treatment as necessary. If the victim is "at risk", seek medical care immediately. Likewise, if symptoms persist or are severe (such as bloody diarrhoea, excessive nausea and vomiting, or high temperature), call your doctor.

Call the local health department: if the suspect food was served at a large gathering, from a restaurant or other food service facility, or if it is a commercial product.

People are at higher risk if:

- When having a serious medical condition, such as kidney disease or diabetes
- When having a weakened immune system

While travelling outside of the regular places

- Don't eat solid foods until the diarrhoea has passed and avoid dairy products which can worsen diarrhoea.
- Drink any fluid (except milk or caffeinated beverages) to replace fluids lost by diarrhoea and vomiting.

If the person has diarrhoea and is not drinking fluids (for example, due to nausea or vomiting), medical attention and intravenous fluids may be needed.

If a person has eaten toxins from mushrooms or shellfish, medical attention will be needed immediately. The emergency room doctor will take steps to empty the stomach and remove the toxin.

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## p) Flood

Emergency Management Plan for flooding involves five steps Prevention, mitigation, preparedness, Response, and Recovery.




### Prevention

Actions to avoid an incident. Stopping an incident from occurring. Preventive operations and surveillance.

The Response Team will evaluate the following monthly and update the policy group for rectification.

- Condition of the drains in the campus for free and smooth flow of rainwater.
- Any obstruction in the Stream (Thettiyar) which needs immediate action.
- Accumulated mud waste in Thettiyar considerably reducing the depth allowing water to overflow.
- Broken or damaged drain slabs on the footpath. This can cause injury to pedestrians during flooding.

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## Mitigation

Even after taking all preventive steps, floods can happen depending on the extent of the rain and the upstream inflow. Mitigation refers to measures that will reduce the intensity and damage to men and materials on the campus. The following mitigation measures are essentially in place on Technopark campuses.

- A well-organized plan to evacuate the employees from the flood-affected buildings to a safe place if the situation warrants.
- 24-hour O&M Team from fire, Plumbing, Electrical, Civil and Mechanical streams with necessary resources. This team will act as per the instructions given by the Co-Ordinating Team.
- A full-fledged Fire & Rescue Station operates from the Technopark phase-1 campus adjacent to the Gayatri building.

## Preparedness

Activities that increase the ability to respond when a disaster occurs. Typical preparedness measures include training for both response personnel and concerned employees as per a well-defined action plan, conducting disaster exercises/mock drills to reinforce training and test capabilities, and presenting all-hazards education campaigns.

- Technopark has a well-defined mock evacuation plan for all its buildings and conducts drills periodically as per this plan.
- Periodical ERT trainings are conducted for various company representatives and the Technopark O & M Team.
- Building emergency alarms (Fire alarms) are provided in all buildings and the Electrical Substations to alert the inmates during any emergency.
- There are designated Safe Assembly areas earmarked in all Technopark campuses.

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## Response

Actions carried out immediately before, during, and after a hazard impact are aimed to save lives, reduce economic losses, and alleviate suffering. Response actions may include activating the Emergency Operations Centre, evacuating threatened populations, opening shelters, and providing mass care, rescue and medical care, firefighting, and search and rescue. The following control measures are in place on the Technopark campus.

- An Emergency Response Team comprising members from the Operation & Maintenance of Fire, Electrical, Plumbing, Civil and Mechanical streams to intervene in any emergency around the clock.
- 24-hour security system to restrict unauthorised entry of outsiders to the affected areas and assist the Emergency Response Team.
- 24-hour Ambulance services operated by Technopark.
- Technopark Employees Co-operative Hospital inside the campus will enhance Emergency medical aid if required.
- A full-fledged Fire and Rescue Station operates inside the campus.
- A control room with a First aid post will be set up in a safe and nearby area. The Assignment Inspector and the Security supervisor will manage and control this.
- Information to the media will only be given by the designated person.

## Recovery

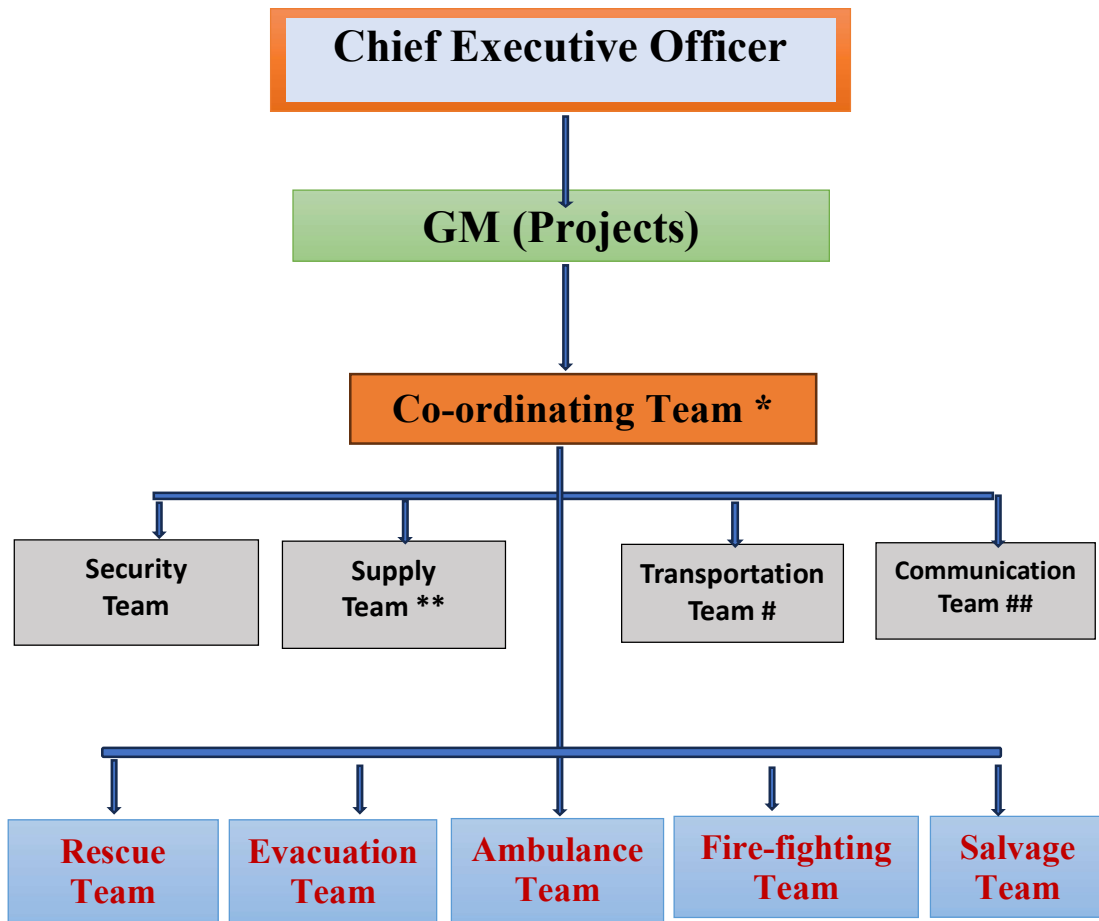
Technopark will take action to return the organization to normal or near-normal conditions. This includes basic services and the repair of physical, social, and economic damages. Typical recovery actions include debris cleanup, rebuilding of roads and key facilities, and sustained mass care. The following departments will put their seamless efforts and resources into making the campus normal.

- A well-set Technopark Project department is functional to restore any physical damage to its infrastructure facilities.

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- The Technopark admin department will enhance Housekeeping, Sanitation, Security, etc. in a war footing effect.

q. **Chain of Control during Flood**



**(Fire and other Operational & Maintenance Team)**


\* CSO, Manager (Electrical), AGM (Civil), AGM (Admin), Manager (MEP), Fire & Safety Officer, etc.

\*\* Concerned AMC Team.

# Representatives from the Admin department.

## Supervisors (O&M)

**NB: The policy group will remain the same for Technopark Ph-3, Ph-4 and Kollam. The Campus Representatives, Supervisors, and other O&M staff will act as the response team.**

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### XIII Emergency Contact Numbers.

<b>Designation</b>	<b>Office 0471- 2700222 Extn.</b>	<b>Mobile</b>
<b>Assignment Inspector</b>	<b>777</b>	<b>9846241797</b>
<b>Fire O&amp;M Team</b>	<b>500</b>	<b>9744846101</b>
<b>Fire &amp; Safety Officer</b>	<b>111</b>	<b>9387325929</b>
<b>Chief Security Officer</b>	<b>112</b>	<b>9600010222</b>
<b>Manager MEP</b>	<b>223</b>	<b>9645355543</b>
<b>AGM (Admin)</b>	<b>130</b>	<b>9447343938</b>
<b>Main Gate</b>	<b>0471-2700222-Extn 204</b>	
<b>Rear Gate</b>	<b>0471-2700222-Extn 205</b>	
<b>SHO, Kazhakkuttom</b>	<b>9497987018</b>	
<b>Police Station, Kazhakkuttom</b>	<b>0471-2418231</b>	
<b>Fire Station, Technopark</b>	<b>0471-2700099, 101</b>	
<b>Medical College Hospital, TVPM</b>	<b>0471-2528386, 2528300 (Casualty)</b>	
<b>Lords Hospital, Anayara</b>	<b>0471-2949000</b>	
<b>KIMS Hospital, TVPM</b>	<b>0471-2941101-(Emergency), 9633009616 (Ambulance)</b>	
<b>Cosmopolitan Hospital, TVPM</b>	<b>0471-2521105-(Emergency), 0471-2521141-(Ambulance)</b>	
<b>AJ Hospital (Kazhakkuttom)</b>	<b>0471-7144658, 9207333388</b>	
<b>Saji Hospital (Kazhakkuttom)</b>	<b>0471-2418266</b>	
<b>General Manager-Projects, Technopark</b>	<b>0471-2700222:Ext 171, 9847351366</b>	



Appendix -A

**XIV. BOMB THREAT ACTION CHECKLIST** (keep a copy near your phone)

**Instructions:** Be calm and courteous. Listen carefully, don't interrupt. Keep the caller talking as long as possible to collect information (pretend difficulty hearing, "Would you please repeat that"). If the location is occupied tell the caller that detonation will cause loss of life. Alert others with a prearranged signal during the call. Record if possible. Complete the form and immediately inform the Management/CSO/Fire & Safety Officer.

**QUESTIONS TO ASK**

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What will cause the bomb to explode?
5. What kind of bomb is it?
6. Did you place the bomb?
7. What is your name?
8. What is your address & callback number?

**◆ MANNER OF THREAT LANGUAGE ◆**

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Read message | <input type="checkbox"/> Tape recorded   |
| <input type="checkbox"/> Well Spoken  | <input type="checkbox"/> Incoherent      |
| <input type="checkbox"/> Educated     | <input type="checkbox"/> Uneducated      |
| <input type="checkbox"/> Rational     | <input type="checkbox"/> Irrational      |
| <input type="checkbox"/> Deliberate   | <input type="checkbox"/> Emotional       |
| <input type="checkbox"/> Righteous    | <input type="checkbox"/> Laughing/joking |

**◆ BACKGROUND SOUNDS ◆**

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Street traffic  | <input type="checkbox"/> House     |
| <input type="checkbox"/> Restaurant      | <input type="checkbox"/> Factory   |
| <input type="checkbox"/> Airport         | <input type="checkbox"/> Trains    |
| <input type="checkbox"/> Office machines | <input type="checkbox"/> PA System |
| <input type="checkbox"/> Voices          | <input type="checkbox"/> Music     |
| <input type="checkbox"/> Animals         | <input type="checkbox"/> Static    |
| <input type="checkbox"/> Long distance   | <input type="checkbox"/> Mixed     |
| <input type="checkbox"/> Quiet           | <input type="checkbox"/> Other     |

**◆ CALLER'S VOICE ◆**  Male  Female

- |                                  |                                   |                                 |                                |                                  |   |
|----------------------------------|-----------------------------------|---------------------------------|--------------------------------|----------------------------------|---|
| <input type="checkbox"/> Calm    | <input type="checkbox"/> Angry    | <input type="checkbox"/> Soft   | <input type="checkbox"/> Loud  | <input type="checkbox"/> Deep    | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Normal  | <input type="checkbox"/> Distinct | <input type="checkbox"/> Rasp   | <input type="checkbox"/> Clear | <input type="checkbox"/> Slurred | <input type="checkbox"/> Whispered      |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Ragged   | <input type="checkbox"/> Crying | <input type="checkbox"/> High  | <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Nasal   | <input type="checkbox"/> Familiar | <input type="checkbox"/> Lisp   | <input type="checkbox"/> Fast  | <input type="checkbox"/> Slow    | <input type="checkbox"/> Disguised      |

◆ Additional remarks and information on reverse ◆

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**ADDITIONAL INFORMATION**

**THE EXACT WORDING OF THE THREAT**

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Caller ID \_\_\_\_\_

Race/nationality of caller: \_\_\_\_\_

Estimated Age of the caller: \_\_\_\_\_

Telephone number where the call was received.

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Length of call: \_\_\_\_\_

Date of call: \_\_\_\_\_

Time of call: \_\_\_\_\_ am/pm

**YOUR INFORMATION**

Your name: \_\_\_\_\_

Your position: \_\_\_\_\_

Your department: \_\_\_\_\_

Your telephone: \_\_\_\_\_

**Signature:** \_\_\_\_\_

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**Appendix-B**

**XV. EMERGENCY ACTION PROFORMA**  
(To be filled and filed by the assignment Inspector)

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Building/Location:** \_\_\_\_\_

**Nature of emergency:** \_\_\_\_\_

Major       Minor

**Initial Action:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

	Informed to	Contact No.	Time
<input type="checkbox"/>	Fire O&M	0471 2700222, Extn. 500	
<input type="checkbox"/>	Fire & Safety Officer	Mob: 9387325929	
<input type="checkbox"/>	Chief Security Officer	Mob: 9600010222	
<input type="checkbox"/>	Manager (MEP)	Mob: 9645355543	
<input type="checkbox"/>	Manager (Electrical)	Mob: 9995670881	
<input type="checkbox"/>	AGM (Civil)	Mob: 9656109969	
<input type="checkbox"/>	AGM Administration	By Assignment Inspector	
<input type="checkbox"/>	GM (Projects)	By Fire & Safety Officer	
<input type="checkbox"/>	Chief Finance Officer	As appropriate	
<input type="checkbox"/>	Secretary-Registrar	As Appropriate	
<input type="checkbox"/>	Chief Executive Officer	As Appropriate	

**Action Taken by (Name & Designation):**

**Signature:**