

# Guam Power Authority

## Standard Operation Procedure

**Title/Description:** Emergency Action Plan (EAP)  
**Procedure No.:** SOP-173  
**Effective Date:** 6/20/2025  
**Supersedes:** EAP dated March 27, 2025 and May 15, 2023  
**Procedure Owner:** Safety Division

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### I. INTRODUCTION

The Emergency Action Plan (EAP) was created to minimize injury and loss of human life, protect property, and ensure continued operations by preparing and educating employees of expectations during an emergency situation.

An emergency is a duly proclaimed existence of conditions of disaster to the safety of persons or property caused by fire, flood, storm, earthquake, or other causes. This may be beyond the control of the services, personnel, equipment and facilities at the site. Authority personnel must be prepared to respond to an emergency in an organized and timely manner so that employees and customers may continue to function effectively, without additional trauma or the development of additional emergencies.

Emergencies can be small and easily managed or they can be large and difficult to manage. Although emergencies vary and are unpredictable, every emergency must be managed in a way that ensures the safety of everyone involved. In order to provide a safe and secure working environment, personnel must plan for the management of emergency events that cannot be predicted or prevented. This plan is designed to help you do that.

## II. PURPOSE

This EAP establishes guidelines needed to prepare for and respond to emergencies that may occur. All employees shall be trained in order to effectively prepare for maximum safety, efficiency and communication in the event of an emergency.

For the purposes of this Plan, an emergency may be any of the following:

- a) Medical Emergency
- b) Fire
- c) Active Attacker/Shooter
- d) Bomb Threats
- e) Earthquake

This plan applies to all GPA and GWA personnel, visitors and outside contractors at GPA operated facilities to include the joint main office located at Fadian, Mangilao.

## III. EMERGENCY CONTACT NUMBERS

- a) Internal contact numbers

DIVISION CONTACT	CONTACT NUMBER
GPA Safety Office	(671) 648-3056/7/8/9
GPA Safety Inspector Supervisor	(671) 648-3218
GPA Safety & Physical Security Manager	(671) 648-3219
GPA Trouble Dispatch	(671) 475-1472/3/4
GPA Security Operations Center	(671) 648-3188

- b) External contact numbers

DEPARTMENT CONTACT	CONTACT NUMBER
General Emergency	911
GPD Central Precinct	(671) 475-8541/2
GPD Dededo Precinct	(671) 632-9808/11
GPD Tumon-Tamuning Precinct	(671) 649-6330/9526
GPD Southern Precinct	(671) 472-8915/6
GFD Agat Fire Station	(671) 565-2700
GFD Astumbo Fire Station	(671) 633-6626
GFD Barrigada Fire Station	(671) 734-2264
GFD Dededo Fire Station	(671) 632-5197

GFD Inarajan Fire Station	(671) 828-8177
GFD Piti Fire Station	(671) 472-8139
GFD Sinajana Fire Station	(671) 472-6342
GFD Talofofo Fire Station	(671) 789-3473
GFD Tamuning Fire Station	(671) 646-8801
GFD Umatac Fire Station	(671) 828-8572
GFD Yigo Fire Station	(671) 653-0988
GFD Yona Fire Station	(671) 789-2231
Guam Homeland Security	(671) 475-9600

#### IV. DIVISION ASSIGNED MONITORS (Response Assistance)

Each emergency event warrants different types/levels of response and are dictated by the severity of the event and its effect on those involved. GPA has established an employee pool (for both GPA and GWA) recognized as Division Assigned Monitors who may offer emergency response assistance. Division Assigned Monitors will be trained by GPA Safety Division, and further brief, plan, and organize procedures with staff within their respective divisions.

They may additionally be utilized to direct and control during emergency situations.

Division Assigned Monitors, both a primary and an alternate, are nominated by their division managers and will be trained in the following:

- a) In-depth training of this EAP
- b) Trained on Fire Evacuation and Fire Extinguisher Use
- c) Trained in First Aide/CPR/AED
- d) Active Attacker/Shooter

Some or all of the following activities may be necessary to effectively prepare for, respond to, and/or recover from an emergency:

- i) An initial assessment by GPA Safety and/or Division Assigned Monitors to evaluate the emergency and assess the severity and level of emergency, and communicate immediately up the chain of command and ultimately to the General Manager as needed. Additional resources may be used to determine if an actual emergency exist.
- ii) Verification that a threatening situation exists.
- iii) Analysis of incident factors to determine the level and extent of the EAP implementation.
- iv) Alert/notification of key staff.
- v) Issuance of an internal warning message and instructions.
- vi) On-going situation assessment.

vii) After action review and corrective actions.

viii) Recovery and Business Continuity.

## V. NOTIFICATION OF EMERGENCY WARNING

In the event of an emergency/disaster, the warning may come from a radio/television, smoke detector/sprinkler system, PA system, emergency siren, landline phone, cell phone, texting, email, or some other type of messaging system.

Any person(s) receiving notification of a possible emergency/disaster, or who witnesses or believes there is an impending emergency, should immediately notify their immediate management and the GPA Safety Office who will verify the information, and continue the notification up through the appropriate chain of command and to all affected employees as needed.

## VI. TRAINING AND EXERCISES

Training is a critical part of the preparedness and effectiveness of this EAP. All GPA and affected GWA employees should be aware of these emergency procedures. Training will be provided by GPA Safety Division as a mandatory initial orientation for all employees, with annual refresher training courses available. Additional training will also be provided to Division Assigned Monitors, to include Fire Extinguisher, First Aid/AED, and Active Attacker/Shooter training requirements. Division Assigned monitors will facilitate further review and educating staff within their respective divisions.

Employees shall be made aware that contingency preparations and procedures are necessary and are conducted for their safety and well-being. An overview of the EAP should be reviewed with all employees annually.

Managers and supervisors must ensure their employees (including contracted workers onsite) are educated, and shall themselves follow the procedures outlined in this plan. Division Assigned Monitors will be the conduit in facilitating and relaying this information to their employees.

Drills/exercises, which may be tabletop exercises, will be conducted annually to test the effectiveness of the plan.

Exercises will be officially announced leading up to and before commencement. It will be clearly indicated and announced as an "EXERCISE". All employees, contractors, visitors and customers will be advised through various announcements and postings that an exercise is being conducted, and under no circumstances should be under the impression that it is a real-world situation or emergency. GPA Safety will additionally advise respective law enforcement, other emergency first responders, Guam Homeland Security/Office of Civil Defense, and the Mariana Regional Fusion Center.

The Safety Division shall conduct a survey with all Division Managers via the Division Assigned Monitors after each drill/exercise to receive feedback and shall prepare an After-Action Report (AAR) in order to identify and address any potential weaknesses and/or recommendations to strengthen this Plan.

#### VII. EMERGENCY ACTION PLAN REVIEW

This Emergency Action Plan shall be reviewed and updated on a regular basis. A six (6) month review is recommended, but no more than one (1) year should lapse between schedule review meetings. GPA Safety Division is responsible for setting review meetings and is ultimately responsible for the updates.

#### VIII. EMERGENCY PROCEDURES

a) MEDICAL EMERGENCY Alert trained employees to respond to the victim(s) location and seek the nearest first aid kit and/or Automated External Defibrillator (AED) as needed.

- i) First Aid Kits are provided to and located within each respective division.
- ii) AEDs are located within a central common area at each respective facility, and on each floor specifically at the Fadian Main Office. \*Employees are to acclimate themselves to the location of their facilities respectively mounted AED(s).

##### FADIAN MAIN OFFICE

- 1) First floor: Adjacent to Procurement entrance door within the main lobby.
- 2) Second floor: Adjacent to the restroom entrances main hallway.
- 3) Third floor: Adjacent to the restroom entrances outside breakroom door.
- iii) In case of serious injury, do not move the injured person unless absolutely necessary. Only trained responders should provide first aid assistance. Only provide assistance to the level of your training. Call out for help as needed. If there is no response, call 911 yourself.
- iv) Do not move the victim unless the victim's location is unsafe.
- v) Control access to the scene.
- vi) Take "universal precautions" to prevent contact with body fluids and exposure to blood borne pathogens.
- vii) Meet the ambulance at the nearest entrance or emergency access point; direct them to the victim(s).

#### b) FIRE / EVACUATION PROCEDURES

- i) All fires and other emergency situations that require evacuation shall be reported by any individual as soon as possible to the personnel and emergency numbers listed in section 3 above.
- ii) Upon fire alarm activation (drill or otherwise), immediately prepare for and evacuate the building.

- iii) In the event that fire or smoke from a fire has been detected and the fire alarm has failed to automatically activate, activate the fire alarm pull station nearest you and proceed to evacuate the building.
- iv) Employees shall go through their internal divisional procedures to secure all assets. (In the event of evacuation, some items may need to be secured to prevent further detriment to the facility and personnel on hand such as shutting down machines and/or equipment, securing cash, confidential/irreplaceable records, or properly shutting down components to prevent release of hazardous materials.
- v) Division Managers will need to identify the individuals that may remain in the building and prescribe a reasonable amount of time to secure the property and equipment to which they have been assigned. All individuals remaining behind to shut down critical systems or utilities shall be capable of recognizing when to abandon the operation or task. Once the property and/or equipment has been secured, or the situation becomes too dangerous, these individuals must exit the building by the nearest escape route as soon as possible and meet the remainder of the employees at the designated assembly area.
- vi) Employees will direct and assist their respective customers to evacuate the building. Divisions shall also preplan for employees and customers with disabilities and/or limitations, and assist as necessary during evacuations.
- vii) Follow the emergency exit route that is posted within the respective facility. Fadian Main Office has exit routes posted on each floor and as outlined in this plan. The building has adequate means of egress (exit routes) on each floor.
- viii) Each facility will have respective evacuation floor plans posted in addition to designated assembly areas to meet during an evacuation.
- ix) DO NOT use the elevators, exit the building using the stairs.
- x) When you exit a facility, proceed to the facilities designated evacuation assembly area.

#### FADIAN MAIN OFFICE

- 1) If you are exiting out of the second floor (back of building) proceed to the evacuation assembly area next to the pavilion located at the opposite end of the parking lot.
- 2) If you are exiting out of the first floor (front of building) proceed to the evacuation assembly area which is the farthest parking stalls from the building and prior to reaching the grassy over flow parking area.
- 3) GPA Safety Inspectors and designated/assigned monitors will be assigned on each floor to make sure all staff personnel and customers have evacuated the building. Evacuate the building immediately to minimize injuries to staff personnel and customers.

- xi) Division Assigned Monitors will take roll call for accountability of their personnel. Monitors and/or their designee will maintain a staff listing of their employees for immediate access upon evacuation. The form listing in Appendix A may be utilized.
- xii) Educational and on-hands simulated Fire Extinguisher Training will be provided to all Division Assigned Monitors and all other willing employees. Under no circumstances shall an employee attempt to fight a fire that has passed the incipient stage (that which can be put out with a fire extinguisher), nor shall any employee attempt to enter a burning building to conduct search and rescue. These actions shall be left to emergency services professionals who have the necessary training, equipment, and experience (such as the fire department or emergency medical professionals). Untrained individuals may endanger themselves and/or those they are trying to rescue.
- xiii) All employees and customers shall not re-enter/enter the building until it has been cleared either by the Guam Fire Department or GPA Safety Division.
- xiv) All employees and their customers must remain clear from the driveways as emergency vehicles must have unobstructed and full access.
- xv) No employee or customer shall move and/or use their vehicles to leave the site unless told to do so.

A training video on Emergency Evacuation Procedure is available at the following link:  
[https://www.youtube.com/watch?v=3aLWIDY\\_G9w](https://www.youtube.com/watch?v=3aLWIDY_G9w).

c) BUILDING FIRE EXIT FLOOR PLANS – FADIAN MAIN OFFICE

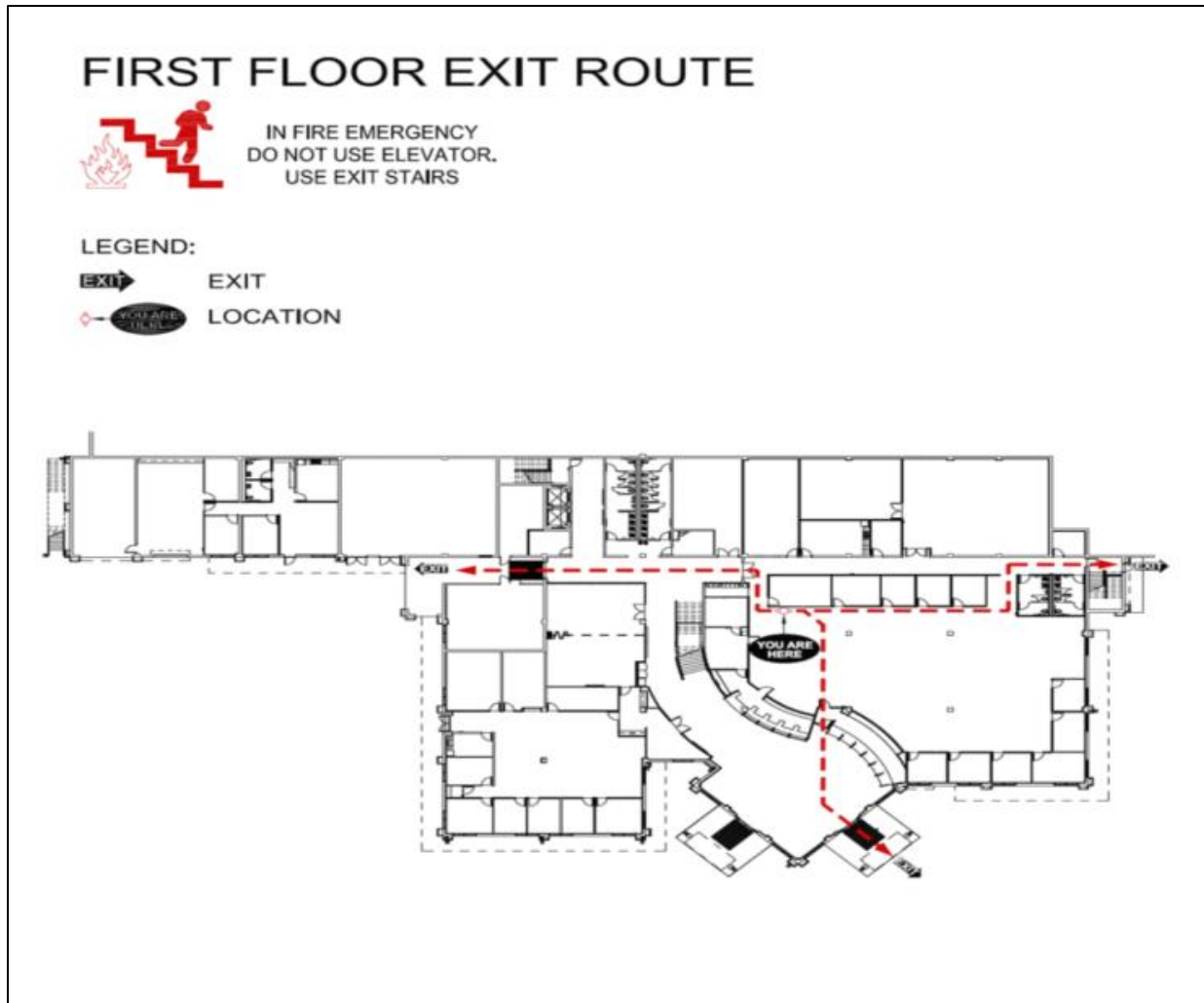


Figure 8c1





Figure 8c2



Figure 8c3

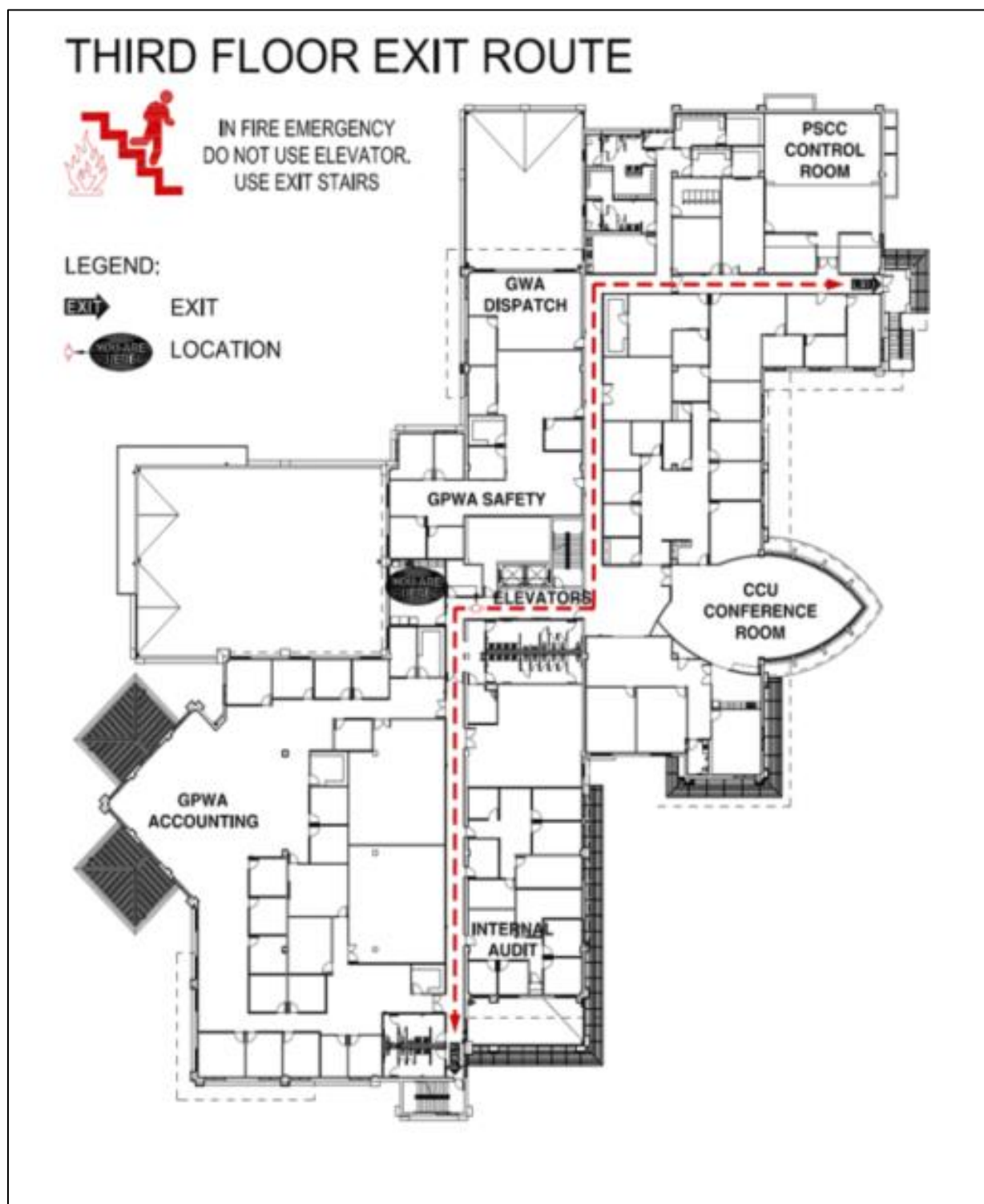
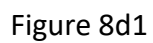


Figure 8c4



#### e) ACTIVE ATTACKER/SHOOTER

An Active Attacker is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active attackers use firearm(s) and there is no pattern or method to their selection of victims.

Active attacker situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the attack and mitigate harm to victims. However, because active attacker situations are often over within 10 to 15 minutes, individuals must be prepared both mentally and physically to deal with an active attacker situation until law enforcement arrives on the scene.

##### i) HOW TO RESPOND WHEN AN ACTIVE ATTACKER/SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers are likely to follow the lead of employees and managers during an active attacker situation.

##### 1) RUN/AVOID – Escape If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- a) Have an escape route and plan in mind
- b) Evacuate regardless of whether others agree to follow
- c) Leave your belongings behind
- d) Help others escape, if possible
- e) Prevent individuals from entering an area where the active attacker may be
- f) Keep your hands visible
- g) Follow the instructions of any police officers
- h) Do not attempt to move wounded people
- i) Call 911 when you are safe

##### 2) HIDE/DENY – Lockdown

- 1) If evacuation is not possible, find a place to hide where the active attacker is less likely to find you. Your hiding place should:
  - (i) Be out of the active attacker's view
  - (ii) Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
  - (iii) Not trap you or restrict your options for movement
- b) To prevent an active attacker from entering your hiding place:
  - (i) Lock the door
  - (ii) Blockade the door with heavy furniture
  - (iii) If the active attacker is nearby:

- (iv) Lock the door
  - (v) Silence your cell phone including turning off vibrate
  - (vi) Turn off any source of noise (i.e., radios, televisions)
  - (vii) Hide behind large items (i.e., cabinets, desks)
  - (viii) Remain quiet
- c) If evacuation and hiding out are not possible:
  - (i) Remain calm
  - (ii) Dial 911, if possible, to alert police to the active attacker's location
  - (iii) If you cannot speak, leave the line open and allow the dispatcher to listen
- 2) FIGHT/DEFEND – Aggression
  - a) As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active attacker by:
    - (i) Acting as aggressively as possible against him/her
    - (ii) Throwing items and improvising weapons
    - (iii) Yelling
    - (iv) Committing to your actions
- ii) HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES
  - 1) APPEARANCE OF LAW ENFORCEMENT
    - a) Law enforcement's purpose is to stop the active attacker as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
      - (i) Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
      - (ii) Officers may be armed with rifles, shotguns, handguns
      - (iii) Officers may use pepper spray or tear gas to control the situation
      - (iv) Officers may shout commands, and may push individuals to the ground for their safety
  - 2) WHEN LAW ENFORCEMENT ARRIVES
    - a) Remain calm, and follow officers' instructions
    - b) Put down any items in your hands (i.e., cell phones, bags, jackets)
    - c) Immediately raise hands and spread fingers
    - d) Keep hands visible at all times
    - e) Avoid making quick movements toward officers such as holding on to them for safety

- f) Avoid pointing, screaming and/or yelling
- g) Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises
- h) Do not open the door. Officers will open the doors as they clear the area.

### 3) INFORMATION TO PROVIDE TO LAW ENFORCEMENT OR 911 OPERATORS

- a) Location of the active attacker
- b) Number of attackers, if more than one
- c) Physical description of the attacker(s)
- d) Number and type of weapons held by the attacker(s)
- e) Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

A training video on Options for Consideration- Run/Hide/Fight procedures is available at: <https://www.youtube.com/watch?v=tq21iSXDBWg>.

### iii) OTHER CONSIDERATIONS

#### 1) PREPAREDNESS AND EDUCATION

Separate trainings have been provided and are available to inform GPWA employees about the hazards the Authorities may encounter, and to educate them on steps that they can take to prepare for and/or mitigate their impacts. (i.e. Active Attacker/Shooter Training, Fire and Emergency Evacuation, Bomb Threats, Earthquakes, Fire Extinguisher Use Training, etc.)

It must be reiterated that each emergency situation involves unique circumstances and will have a respective course of response.

For example, building occupants shall be trained that the Manual Fire Alarm System should NOT be activated for an active attacker emergency. The manual pull stations should only be activated during fire or smoke conditions. Pulling the fire alarm facilitates evacuation but does not facilitate the “proper” Run-Hide-Fight tactics for an active attacker. Although escaping is generally a good strategy during an active attacker incident, the way people leave actually plays a more important role. People act very differently when they believe there is fire versus

when they realize there is an attacker. People will walk directly toward the nearest exit if the fire alarm is sounded. However, people will look around cautiously and try to stay away from the attacker during the evacuation if they are clearly notified that there is a shooter in their vicinity. In addition, pulling a fire alarm also causes confusion to Safety/Security Staff and first responders. They will need more time to investigate if there is a fire/smoke condition. It will take a longer time to gather critical information regarding the attacker. Pulling the fire alarm may get the Fire Department to respond first; however, the Police Department and other LEOs will be the primary first responders who will control an active attacker incident.

## 2) STAGES OF AN ACTIVE ATTACKER & PREVENTION

Effective prevention capabilities encompass three areas: 1) training employees to recognize behaviors on the Pathway to Violence; 2) reporting any concerning behaviors to Supervisors, Managers, Safety/Security personnel and the Human Resources Division; and 3) lastly intervention after appropriately evaluating potential threats.

## 3) PATHWAY TO VOILENCE

The Pathway to Violence, which is also available in a training video at the following link (<https://www.dhs.gov/pathway-violence-video>), provides information regarding the behavior indicators that assailants often demonstrate before a violent act. The Pathway to Violence Fact Sheet is referenced below, including observable steps of someone on a pathway to violence.

The following observations, along with the indicators provided in GPA policy AP-060, "Violence in the Workplace" should be taken into consideration when attempting to identify concerns and potential threats.



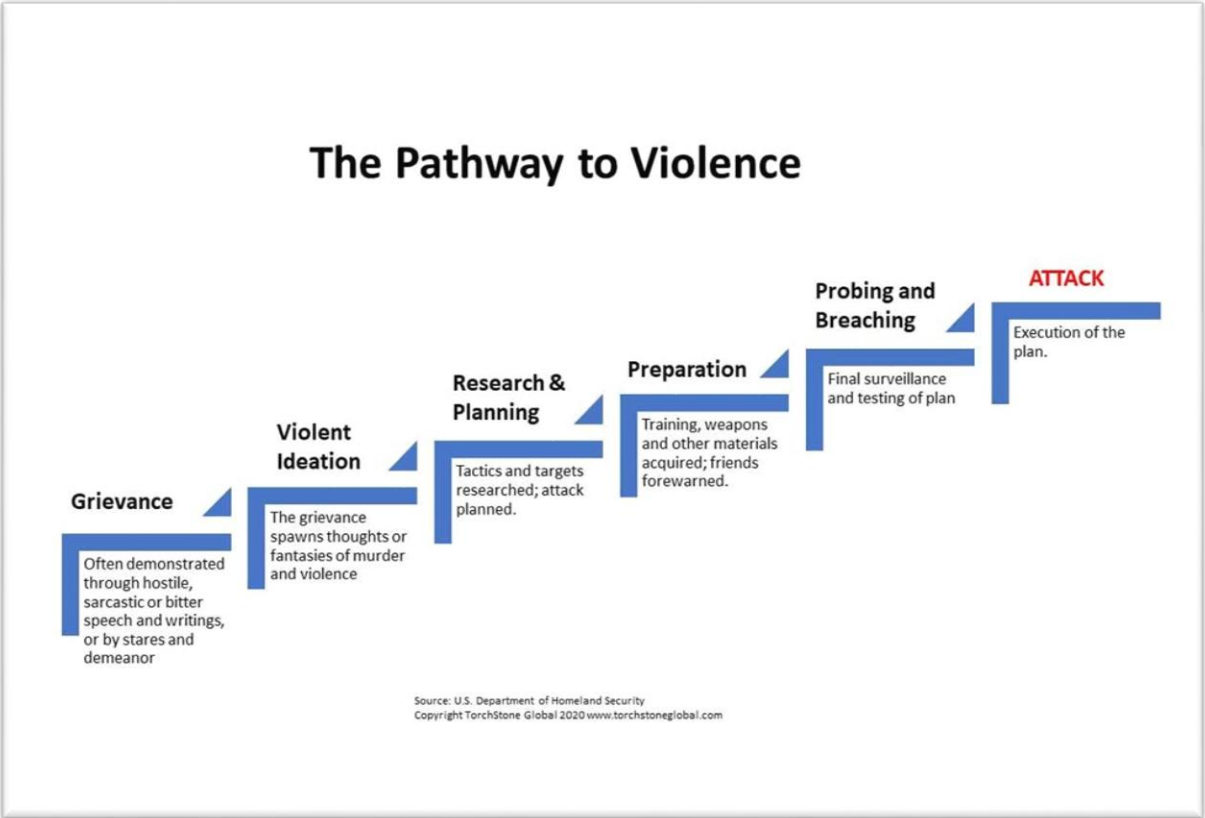



Figure 8e1



# Homeland Security

# Pathway to Violence

Warning Signs and What You Can Do

## Be Alert to Signs of Trouble

### Potential warning signs include:

- Increasingly erratic, unsafe, or aggressive behaviors.
- Hostile feelings of injustice or perceived wrongdoing.
- Drug and alcohol abuse.
- Marginalization or distancing from friends and colleagues.
- Changes in performance at work.
- Sudden and dramatic changes in home life or in personality.
- Financial difficulties.
- Pending civil or criminal litigation.
- Observable grievances with threats and plans of retribution.

## Appropriate Intervention

### Help ensure the safety of you and your colleagues by:

- Being aware of drastic changes in attitude toward others.
- Taking note of any escalations in behavior.
- Providing any information that may help facilitate intervention and mitigate potential risks.

## Reach Out for Help

### Concerned? Witnessed disturbing behavior?

Contact your supervisor or your human resources department to alert them of potential dangers and enable them to mitigate any emerging risks.

**You are the first line of defense. Report suspicious activity.**  
In an emergency, always call 9-1-1 or contact local law enforcement.

Figure 8e2

iv) SHELTER IN PLACE AND LOCKDOWN PROCEDURES

1) ACTIVE ATTACKER/SHOOTER IS ON THE GOUNDS/FACILITY

- a) Send emergency notification to all employees via announcing a warning over the PA or phone system, sending a messenger to each office/division, sending email or via some other alternate method.
- b) Advise to direct all personnel and visitors into offices or other secure areas/rooms.
- c) Lock office doors
- d) Move away from window and doors.
- e) Silence cell phones including vibrate.
- f) Get down on the floor low to the ground.
- g) Maintain situational awareness and report location of suspect, if known, to Safety/Security personnel until law enforcement arrives.
- h) Allow no one outside of offices.
- i) Do not open the door. Wait for GPD to open and clear the room.

2) LOCKDOWN

The Active Attacker/Shooter is NOT on the grounds/facility but could be or headed to the vicinity

Lockdown – Occurs when there is a threat or potential threat to staff in the building. Occasionally, this could be due to police activity, unrelated to the Authority, but is in the vicinity such as an escaped prisoner or nearby robbery or hold up. During lockdown, no one enters or exits the building.

Modified Lockdown – A lockdown that may require modification that is determined by the Safety/Security Division, or Site Facility Manager.

- a) Send emergency notification to all employees via announcing a warning over the PA or phone system, sending a messenger to each office/division, sending email or via some other alternate method.
- b) Advise to direct all personnel and visitors into offices or secure rooms.
- c) Lock office doors
- d) Move away from window and doors.
- e) Silence cell phones including vibrate
- f) Move away from window and doors.
- g) Get down on the floor low to the ground.
- h) Maintain situational awareness and report location of suspect, if known, to Safety/Security until law enforcement arrives.

- i) Allow no one outside of offices until Safety/Security gives the all-clear.

A quick guide via the Active Shooter Pamphlet is available for printing. See Appendix B.

f) **BOMB THREAT**

Bomb threats, to include found suspicious items, should always be taken seriously. How quickly and safely you react to a bomb threat could save lives, including your own. The guidance listed below outline procedures for either bomb threats or suspicious items and will help you prepare and react appropriately during these events.

Report all bomb threats to the Guam Police Department immediately—dial 911.

i) **CALL-IN THREAT:**

Bomb threats are usually reported via telephone. If you receive a bomb threat via telephone:

- 1) Take the caller seriously
- 2) Ask a lot of questions (see the list below)
- 3) Take notes on everything said and heard, telephone number, including background noise, voice characteristics, etc.
- 4) Keep the caller on the line as long as possible by asking questions.
- 5) If the caller hangs up do not use the telephone on which the threat was received.
- 6) Call the police (911) immediately after from another telephone, or ask another person to call the police. Be prepared to provide the information to the 911 dispatcher.
- 7) Notify the Safety Office immediately thereafter at the numbers listed in section 3.1 of this plan.
- 8) Based on threat assessment and guidance received from GPD/GFD, Mariana Regional Fusion Center (MRFC), and GPA's Safety Division, employees will be provided emergency notification by the Safety Division to either evacuate the building or shelter in place/lockdown immediately as per the procedures above to minimize injuries to its employees and customers.
  - a) If evacuated, do not re-enter the building until instructed to do so and given the all clear by GPA Safety personnel.
  - b) If sheltered in place/lockdown, do not move about or unlock or open any doors, windows, etc. Do not search for the explosive device or touch any unusual or suspicious objects.
  - c) Report all suspicious persons, activities, unsecured bags and suspicious items immediately to any of the respective listed emergency contact numbers listed in section 3 above.

- i. Questions to ask the caller:

1. What is your name?
2. How can I help you?
3. Where is it?
4. When will the bomb explode?
5. What does it look like?
6. What will cause it to explode?
7. Why was it placed in the building?
8. Did you place the bomb?

ii. Observe the caller:

Try to identify the following about the caller:

1. Caller's gender
2. Approximate age
3. Voice characteristics, accents, etc. Is the voice familiar?
4. Background noise?
5. Any other identifying or unique quality or characteristics.

ii) IN-PERSON/VERBAL THREAT

If an in-person threat is received, in addition to the guidelines provided above, take note of the following:

- 1) If the person leaves, note which direction they went
- 2) Description of vehicle if utilized and observed
- 3) Write down the threat exactly as it was communicated
- 4) Note the description of the person who made the threat
  - a) Name (if known)
  - b) Gender
  - c) Body size
  - d) Distinguishing features
  - e) Race
  - f) Type/color of clothing
  - g) Hair and eye color
  - h) Voice (loud, deep, accent, etc.)
- 5) If the individual was on the premises by themselves or with other individuals.

iii) WRITTEN THREAT

In the event that a bomb threat is received via written documentation, take note of the following actions:

- 1) Handle the document as little as possible
- 2) Note the following:
  - a) Date, time and location the document was found.
  - b) Any situations or conditions surrounding the discovery/delivery of the document.
  - c) Full names of any personnel who saw the written threat delivered or placed.
  - d) Secure the original written threat document. DO NOT alter the item in any way.
  - e) If small/removable, place the written threat document in a bag or envelope.
  - f) If large/stationary, secure the immediate surrounding location

iv) E-MAILED THREAT

In the event that a bomb threat is received via email, take note of the following actions:

- 1) Leave the message open on the computer.
- 2) Print, photograph, or copy the message and subject line, and note the date and time.

v) SUSPICIOUS PACKAGE/MAIL

If you receive a suspicious package, letter, or object under any circumstances. Do not touch it, tamper with it, or move it. Report it immediately to the Safety Office.

Suspicious Package Characteristics:

- 1) Origin - Postmark does not match the city of the return address, name of the sender is unusual or unknown, or no return address given.
- 2) Balance - The letter is lopsided or unusually thick, the letter or package seems heavy for its size.
- 3) Contents - Stiffness or springiness of contents; protruding wires or components; oily outer wrappings or envelope; feels like it contains a powdery substance.
- 4) Smell - Particularly almond or other suspicious odors.
- 5) Writing - Handwriting indicates a foreign style not normally received, cut-and-paste letters or rub on block letters are used. Common words, titles or names are misspelled.

Bomb threat procedures and quick reference checklists are attached as Appendix C. A training video is also available online at:  
<https://www.youtube.com/watch?v=v7JUtb-YOdg>.

g) EARTHQUAKE

Earthquakes are unpredictable and can occur suddenly without warning. When an earthquake occurs, it is unknown if the initial jolt or trembling may be the start of a bigger one and become more intense, so always DROP, COVER and HOLD ON immediately.

i) DROP

Drop down onto your hands and knees (before the earthquakes knock you down). This position protects you from falling, but allows you to still move if necessary. DO NOT run outside! Trying to run in an earthquake is dangerous, as the ground is moving and you can easily fall or be injured by debris or glass. Running outside is especially dangerous, as glass, bricks, or other building components may be falling. You are much safer to stay inside and get under a table.

ii) COVER

Cover your head and neck with both arms, clasping your neck with your hands. If a sturdy desk or table is nearby, crawl beneath it while keeping one arm over your head. If there is no shelter nearby, only then should you get down near an interior wall (or next to low-lying furniture that won't fall on you), and cover your head and neck with your arms and hands. DO NOT get in a doorway and stay away from windows.

iii) HOLD ON

Hold on to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

Wherever you are, protect yourself! You may be in a situation where you cannot find shelter beneath furniture (or low against a wall, with your arms covering your head and neck). It is important to think about what you will do to protect yourself wherever you are. The main point is to not try to move but to immediately protect yourself as best as possible where you are.

After an earthquake, stay vigilant!

- 1) Do not enter partially collapsed or damaged buildings.
- 2) Report structural damage to local officials.
- 3) Avoid exposed electrical wiring (indoor or out).
- 4) Do not use candles, matches, or open flames indoors because of possible gas leaks.
- 5) Check for any possible fire or fire hazards.
- 6) Only use the phone for emergencies (injuries, fire, trapped people).
- 7) Check your coworkers to see if they need assistance.

8) Be prepared for aftershocks.

A quick guide via the Earthquake Postcard is also available for printing at Appendix D.

A training video on earthquake procedures is also available online at:

[https://www.youtube.com/watch?v=GSDmqLQmMN0&list=PLs1gMujRSBY0YSK7zGwk2FYC8VoZN\\_XtX](https://www.youtube.com/watch?v=GSDmqLQmMN0&list=PLs1gMujRSBY0YSK7zGwk2FYC8VoZN_XtX)

h) SUSPICIOUS ACTIVITY REPORTING (See Something Say Something)

The Department of Homeland Security's "If You See Something, Say Something" campaign is an initiative that encourages individuals across the nation to be the eyes and ears for safer communities. See Appendix E.

A safe community requires the joint effort of all community members. The more observant and involved individuals are in their daily lives, the less likely crime will occur undetected. If we watch and report suspicious activity, we reduce the areas where criminals feel comfortable committing crimes, resulting in safer towns and cities across the nation.

As an electric utility, GPA is one of 16 critical infrastructure sectors, (inclusive of GWA under the Water and Wastewater Systems sector), with the Energy sector being uniquely critical because it provides an "enabling function" across all 16 critical infrastructure sectors. The reliance of virtually all industries on electric power and fuels means that all sectors have some dependence on the Energy Sector. The Energy Sector is well aware of its vulnerabilities and is leading a significant voluntary effort to increase its planning and preparedness. Your assistance in reporting any and all suspicious activities is paramount for continuous vigilance and ultimate prevention of illicit acts.

A training video on the See Something, Say Something Campaign is available at:

<https://www.dhs.gov/medialibrary/assets/video/37054>.



Appendix A

Evacuation Assembly Area Personnel Listing

(Staffing pattern listing may be utilized)

DIVISION ASSIGNED MONITORS

Evacuation Assembly Area Personnel Listing



NAME	OFFICE ROOM #	OFFICE PHONE	MOBILE PHONE

PERSONNEL

NAME	DIVISION	REMARKS

## Appendix B

### Active Shooter Quick Reference Guide


<p><b>When law enforcement arrives:</b></p> <ul style="list-style-type: none"> <li>● Remain calm and follow instructions</li> <li>● Drop items in your hands (e.g., bags, jackets)</li> <li>● Raise hands and spread fingers</li> <li>● Keep hands visible at all times</li> <li>● Avoid quick movements toward officers, such as holding on to them for safety</li> <li>● Avoid pointing, screaming or yelling</li> <li>● Do not ask questions when evacuating</li> </ul> <p><b>Information to provide to 911 operations:</b></p> <ul style="list-style-type: none"> <li>● Location of the active shooter</li> <li>● Number of shooters</li> <li>● Physical description of shooters</li> <li>● Number and type of weapons shooter has</li> <li>● Number of potential victims at location</li> </ul>	 <h1 style="margin: 0;">ACTIVE SHOOTER EVENT</h1> <p style="margin: 0;">QUICK REFERENCE GUIDE</p>
<p><b>For questions or additional assistance contact:</b> Your local law enforcement authorities or FBI Field office :</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div> <div style="text-align: center; margin-top: 20px;">  <p>Department of Homeland Security 3801 Nebraska Ave, NW Washington, DC 20528</p> </div>	<p>An “active shooter” is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Victims are selected at random</li> <li><input type="checkbox"/> Event is unpredictable and evolves quickly</li> <li><input type="checkbox"/> Knowing what to do can save lives</li> </ul>

## Appendix B (continued)

### Active Shooter Quick Reference Guide

#### ACTIVE SHOOTER EVENTS

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.



**You have three options:**

**3 FIGHT**

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions . . . your life depends on it

**1 RUN**

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

**2 HIDE**

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

## Appendix C

### Bomb Threat Procedures and Quick Reference Checklist

#### BOMB THREAT PROCEDURES

*This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.*

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

##### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

##### If a bomb threat is received by handwritten note:

- Call 911 or 648-3056-9
- Handle note as minimally as possible.

##### If a bomb threat is received by e-mail:

- Call 911 or 648-3056-9
- Do not delete the message.

##### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*\* Refer to your local bomb threat emergency response plan for evacuation criteria*

##### DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

#### WHO TO CONTACT IMMEDIATELY

- **911**
- **Safety Division 648-3056-9**  
or **648-3218/9**

Adopted from U.S Department of Homeland Security.



02/2022

#### BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER  
HUNG UP:

PHONE NUMBER WHERE  
CALL RECEIVED:

##### Ask Caller:

- Where is the bomb located?  
(building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

##### Exact Words of Threat:

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##### Information About Caller:

- Where is the caller located?  
(background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:

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Appendix D  
Drop, Cover, Hold On

# What to do during an Earthquake:



**Shake  
Out**<sup>TM</sup>

Register at [www.ShakeOut.org](http://www.ShakeOut.org)

Appendix E

Suspicious Activity – Recognizing the Signs

If you **see** something, **say** something®

**CIVIL RIGHTS & CIVIL LIBERTIES**

The “If You See Something, Say Something”™ campaign respects civil rights and liberties by emphasizing behavior rather than appearance in identifying suspicious activity. Factors such as race, ethnicity, national origin, and religious affiliation alone are not suspicious.

For that reason, the public should only report suspicious behavior and situations (e.g., an unattended backpack in a public place or someone trying to break into a restricted area), rather than beliefs, thoughts, ideas, expression, associations, or speech unrelated to terrorism or other criminal activity.

Only reports that document behavior reasonably indicative of criminal activity associated with terrorism will be shared with federal partners.

Protect your every day.

**REPORT SUSPICIOUS ACTIVITY**  
**671-475-0400**  
or **9-1-1** in case of emergency

For more information about the campaign, visit [dhs.gov/see-something-say-something](https://dhs.gov/see-something-say-something)

“If You See Something, Say Something” used with permission of the NY Metropolitan Transportation Authority.

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Protect your every day.

If you **see** something, **say** something®

If you **see** something, **say** something®

**WHAT IS SUSPICIOUS ACTIVITY?**

Suspicious activity is any observed behavior that could indicate terrorism or other criminal activity.

Examples include:

- **Unusual items or situations:** A vehicle in an odd location, unattended luggage/package, open door/window that’s normally closed and locked, etc.
- **Eliciting information:** Questioning individuals at a level beyond mere curiosity about particular facets of a facility’s or building’s purpose, operations, security, etc.
- **Observation/surveillance:** Unusual attention to facilities or buildings beyond a casual or professional interest. Extended loitering without explanation, particularly in concealed locations with optimal visibility of potential targets. Unusual, repeated, and/or prolonged observation of buildings (e.g., with a video camera or binoculars), taking notes and/or measurements, sketching floor plans.

Many of these activities could be innocent. Law enforcement professionals must examine suspicious behaviors in a larger context to determine whether there is reason to investigate. The activities above are not all-inclusive. They have been compiled from a review of terrorist events over several years.

**WHO TO NOTIFY & WHAT TO REPORT**

Report suspicious activity to a person in authority, such as local law enforcement. Don’t be afraid to report something, even if you aren’t sure it was serious.

- **Who to tell:**
  - On the street, tell a police officer.
  - On a bus, tell the driver.
  - In a train or subway station, tell a security guard.
- **What to tell them:**
  - **WHAT** did you observe? Be specific.
  - **WHO** did you see?
  - **WHEN** did you see it?
  - **WHERE** did you see this occur?
  - **WHY** is it suspicious?

Protect your every day.

**REPORT SUSPICIOUS ACTIVITY**  
**671-475-0400**  
or **9-1-1** in case of emergency



## Appendix E (continued)

### Suspicious Activity – Recognizing the Signs

Protect your every day.

# RECOGNIZE THE SIGNS OF TERRORISM-RELATED SUSPICIOUS ACTIVITY



 <p><b>EXPRESSED OR IMPLIED THREAT</b></p> <p>Threatening to commit a crime that could harm or kill people or damage a facility, infrastructure, or secured site</p>	 <p><b>SURVEILLANCE</b></p> <p>A prolonged interest in or taking pictures/videos of personnel, facilities, security features, or infrastructure in an unusual or covert manner</p>	 <p><b>THEFT/LOSS/DIVERSION</b></p> <p>Stealing or diverting items—such as equipment, uniforms, or badges—that belong to a facility or secured site</p>	 <p><b>TESTING OR PROBING OF SECURITY</b></p> <p>Investigating or testing a facility's security or IT systems to assess the strength or weakness of the target</p>	 <p><b>AVIATION ACTIVITY</b></p> <p>Operating or interfering with the operation of an aircraft that poses a threat of harm to people and property</p>
 <p><b>BREACH/ATTEMPTED INTRUSION</b></p> <p>Unauthorized people trying to enter a restricted area or impersonating authorized personnel</p>	 <p><b>ACQUISITION OF EXPERTISE</b></p> <p>Gaining skills or knowledge on a specific topic, such as facility security, military tactics, or flying an aircraft</p>	 <p><b>ELICITING INFORMATION</b></p> <p>Questioning personnel beyond mere curiosity about an event, facility, or operations</p>	 <p><b>MISREPRESENTATION</b></p> <p>Presenting false information or misusing documents to conceal possible illegal activity</p>	 <p><b>CYBERATTACK</b></p> <p>Disrupting or compromising an organization's information technology systems</p>
 <p><b>RECRUITING/FINANCING</b></p> <p>Funding suspicious or criminal activity or recruiting people to participate in criminal or terrorist activity</p>	 <p><b>SABOTAGE/TAMPERING/VANDALISM</b></p> <p>Damaging or destroying part of a facility, infrastructure, or secured site</p>	 <p><b>MATERIALS ACQUISITION/STORAGE</b></p> <p>Acquisition and/or storage of unusual materials such as cell phones, radio controllers, or toxic materials</p>	 <p><b>WEAPONS COLLECTION/STORAGE</b></p> <p>Collection or discovery of unusual amounts of weapons including explosives, chemicals, or other destructive materials</p>	 <p><b>SECTOR-SPECIFIC INCIDENT</b></p> <p>Actions which raise concern to specific sectors, (e.g., power plant) with regard to their personnel, facilities, systems, or functions</p>

If you **see** something, **say** something®

REPORT SUSPICIOUS ACTIVITY TO LOCAL AUTHORITIES OR CALL 9-1-1 IN CASE OF EMERGENCY

[dhs.gov/see-something-say-something](https://dhs.gov/see-something-say-something)

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