



DOYON
Limited

SAFETY PROGRAM & EMERGENCY ACTION PLAN

ANCHORAGE - GRAYLING

SAFETY COMMITTEE
1 DOYON PLACE, SUITE 200
FAIRBANKS, ALASKA 99701

LEADER IN ALL WE DO

April 2021

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INTRODUCTION

100 CEO Statement

Doyon is committed to provide a safe, healthy, and productive working environment for all its employees. Each Director, Manager, and Employee must demonstrate this commitment as part of every decision we make and each action we take. The safety program is a valuable tool that provides a clear set of expectations and guidance for all Doyon employees. Our goal is to provide a positive and proactive environment of safe work practices throughout Doyon and its operations.

101 Purpose of Safety Program

The purpose of Doyon’s safety program is to promote and foster our safety first culture, comply with the Occupational Safety and Health Administration’s (OSHA) Emergency Action Plan Standard, 29 CFR 1010.38, and to prepare employees for dealing with emergency situations.

In addition, the safety program exists to:

1. Promote and maintain the health and safety of employees,
2. Educate employees and supervisors through awareness and training activities that they are primarily responsible for the prevention of workplace accidents,
3. Make health and safety activities an integral part of Doyon’s operating procedures, culture and programs,
4. Provide an opportunity for the free discussion of safety problems and possible solutions,
5. Inform and educate employees and supervisors about safety issues and standards,
6. Reduce the risk of workplace injuries and illnesses,
7. Ensure compliance with federal and state safety standards,
8. Assist with safe evacuation and other procedures in the event of a workplace emergency.

Doyon’s safety program covers several of the more common workplace safety topics which may be encountered in the working environment including those required by OSHA, as well as our Emergency Action Plan (EAP).

102 Safety Committee

Members of the safety committee are responsible for all updates to the safety program, addressing safety concerns, educating staff, and monitoring workplace incidents and near miss accidents.

Safety Committee members:

Tanya Kaquatosh – Executive Team Advisor	Maria Amer – Risk Management
Willow Bowen – Human Resources Service Center	HR Manager (Vacant) – Human Resources
Cheyenna Kuplack - Communications	Daphne Huntington - Operations
Carole Ann Newcomer - Facilities	Galina Gandy - IT

103 Employee Safety Orientation

Employee Safety Orientation is intended to assure that all employees receive a minimum level of safety training prior to beginning work. The employee will receive training regarding the most commonly encountered work-related injuries and safe work practices to prevent them upon hire, and annually thereafter. It is each supervisor's responsibility to orient new employees with Doyon's Safety Program and any department specific precautions or processes which must be followed.

104 Contractors

Contractors and subcontractors are required to conform and attest that their company health and safety program complies with Doyon's program requirements including the following minimum components:

1. Comply with all Federal and State occupational health and safety regulations and Doyon safety standards,
2. Supply and ensure the use of all required personal protective equipment and devices prescribed in regulations or safe work procedures,
3. Ensure that safe work practices and procedures are followed,
4. Ensure that all reasonable measures are taken to protect the health and safety of their employees, and general public,
5. Ensure all reasonable measures to safeguard the property of Doyon and the public are implemented,
6. Identify and correct any unsafe or hazardous conditions and practices involving their workers and their workplaces,
7. Report promptly, any accidents/incidents including personal injuries or property arising from their actions or the work for which they are contracted,
8. Provide all required notices prior to commencement of prescribed work, including certificates of insurance,
9. Submit Safety Data Sheets (SDS's) for all chemical products to be used to the Facilities Administrator, prior to starting contracted work.

SPECIFIC SAFETY INSTANCES

200 Kitchen Safety

Health and safety in a workplace kitchen is just as important as safety in the rest of the workplace. Kitchen safety awareness is crucial during food preparation and cooking, as well as during clean up and daily usage. Understanding the hazards present in the kitchen can help you avoid causing an accident.

KITCHEN SAFETY TIPS

- When handling knives, always cut away from your body and use a cutting board, keep blades sharp, keep knives clean, when carrying keep the point of the knife down to the ground never in front of you, don't attempt to catch a knife if it falls.
- If soap, oil or other liquid spills on the floor it can cause a nasty slip, trip or fall accident. Clean it up with hot water immediately.
- Always keep floors clear and dry at all times.
- Don't throw broken glass in garbage cans without wrapping it up.
- Never plug or unplug electrical cords with wet hands.
- When using the toaster, wait while your item toasts to ensure that items don't burn. Never stick a fork in a toaster to retrieve trapped toast.
- Always make sure the blender is unplugged before touching the blades.
- Never overload your electrical circuits.
- Don't force three-pronged cords into two-pronged outlets.
- Don't use equipment with a frayed cord or bent prongs.
- Don't use equipment that smokes, sparks, or otherwise arouses suspicion.
- Never leave stoves or other equipment unattended when in use.
- Do not take a hot glass dish from the oven and put on a wet surface or in cold water.
- Never leave dish rags or aprons near a hot surface.
- Always check equipment before leaving at night. Make sure the stove is turned off.
- Keep all traffic areas clear of boxes, garbage cans, portable equipment, mops and brooms, etc.
- Use a step stool to reach high places.

201 Slips, Trips and Falls

Slips, trips and falls typically start with a momentary lapse of attention or distraction which result in an accident and they usually make up the majority of workplace accidents each year. Slips, trips and falls can lead to a variety of events ranging from a simple bruise to an extremely serious injury. In general, a slip and trip occurs due to a loss of traction between the shoe and the walking surface or an inadvertent contact with a fixed movable object which may lead to a fall.

There are a variety of situations that may cause slips, trips and falls:

- Cell phone use or texting while walking or using the stairs
- Wet or greasy floors
- Dry floors with wood dust or powder
- Uneven walking surfaces
- Polished or freshly waxed floors
- Loose flooring, carpeting or mats
- Transition from one floor type to another

- Missing or uneven floor tiles and bricks
- Damaged or irregular steps; no handrails
- Sloped walking surfaces
- Shoes with wet, muddy, greasy or oily soles
- Clutter
- Electrical cords or cables
- Open desk or file cabinet drawers
- Damaged ladder steps
- Ramps and gang planks without skid-resistant surfaces
- Metal surfaces — dock plates, construction plates
- Weather hazards — rain, sleet, ice, snow, hail, frost
- Wet leaves or pine needles

Here are some guidelines to help you create a safer work environment for you and your employees:

Create Good Housekeeping Practices

Good housekeeping is critical. Safety and housekeeping go hand in hand. If housekeeping habits are poor, the result may be a higher incidence of employee injuries, ever-increasing insurance costs and regulatory citations. If an organization's facilities are noticeably clean and well organized, it is a good indication that its overall safety program is effective as well. Proper housekeeping is a routine and an ongoing procedure that is simply done as a part of each worker's daily performance.

Reduce Wet or Slippery Surfaces

Walking surfaces account for a significant portion of injuries reported. Traction on outdoor surfaces can change considerably when weather conditions change and those conditions can then affect indoor surfaces as moisture is tracked in by pedestrian traffic.

Indoor control measures can help reduce the incidence of slips and falls:

- Use moisture-absorbent mats with beveled edges in entrance areas. Make sure they have backing material that will not slide on the floor.
- Display "Wet Floor" signs as needed.

Avoid Creating Obstacles in Aisles and Walkways

Injuries can also result from trips caused by obstacles, clutter, materials and equipment in aisles, corridors, entranceways and stairwells. Proper housekeeping in work and traffic areas is still the most effective control measure in avoiding the proliferation of these types of hazards.

- Keep all work areas, passageways, storerooms and service areas clean and orderly
- Avoid stringing cords, cables or air hoses across hallways or in any designated walkway
- In office areas, avoid leaving boxes, files or briefcases in the walkway
- Encourage safe work practices, such as closing file cabinet drawers after use and picking up loose items from the floor
- Conduct periodic inspections for slip and trip hazards

Create and Maintain Proper Lighting

Poor lighting in the workplace is associated with an increase in accidents.

- Use proper illumination in walkways, staircases, ramps, hallways, basements, construction areas and dock areas

- Keep work areas well lit and clean
- Upon entering a darkened room, always turn on the light first
- Keep poorly lit walkways clear of clutter and obstructions
- Keep areas around light switches clear and accessible
- Contact the Facilities department immediately if a repair is needed to any light fixtures, switches and cords if they malfunction

Wear Proper Shoes

The shoes that are worn can play a big part in preventing falls and are a critical component of PPE. The slickness of the soles and the type of heels worn need to be evaluated to avoid slips, trips and falls. Employees are expected to wear footwear appropriate for the duties of their work tasks.

Control Individual Behavior

It's ultimately up to each individual to plan, stay alert and pay attention as it is human nature to let our guard down temporarily and be distracted by random thoughts or doing multiple activities. Being in a hurry will result in walking too fast or running, which increases the chances of a slip, trip or fall. Taking shortcuts, not watching where one is going, using a cell phone, carrying materials which obstruct the vision, wearing sunglasses in low-light areas, not using designated walkways and speed are common factors in many on-the-job injuries.

202 Electrical Safety

At Doyon, our working environments depend on electricity and electrical systems for energy, communications and data for virtually every aspect of operations. Electrical accidents happen in all workplace environments, although the frequency or severity may vary.

GENERAL OFFICE ELECTRICAL SAFETY PRINCIPALS

When using electrical equipment in the work environment, keep these principles in mind:

1. Only cords that are approved by a Nationally Recognized Testing Laboratory such as UL are permitted to be used in the work environment.
2. When using electrical outlets and/or extension cord, ensure that you aren't overloading the recommended and approved wattage allowed.
3. Inspect electrical cords from time to time to ensure that they are not frayed or damaged. If damaged, dispose of immediately.
4. Personal electric space heaters are not allowed in the Grayling building.

203 Lifting Safety

Back injuries are a significant category of injury in the workplace. They result in the most serious impairment for the employee and are a major cost issue for the employer. Preventing back injuries is a major workplace safety challenge.

LIFTING TECHNIQUES

1. Be cautious. Never attempt to lift an object that you believe is beyond your normal capabilities, get help from a co-worker if needed. In addition to the weight, also take into consideration the length, bulkiness, and area to be covered when determining if assistance is needed.
2. When you lift an object with another person, be sure that you act together. One person should orchestrate the movements.
3. Use all mechanical lift-assisting equipment that is available (i.e., dollies, rollers, forklifts, etc).
4. If the object is beyond your lifting capabilities and a fellow worker is not available to help, advise your supervisor immediately.
5. Be aware of your physical limitations and don't exceed them.
6. When making a solo lift:
 - a. Be sure the load is balanced (equal weight on both arms), and your hands are not slippery.
 - b. Plant your feet at a comfortable distance apart with toes pointed directly toward the object. Position the load and your foot so that you will not have to turn your body once you make the lift; turning the trunk under the strain of a load is an invitation to a serious injury.
 - c. Keep your back straight, bend at the knees, squat down, get a firm grasp on the object, and lift with the legs.
 - d. When making the lift NEVER "round the back", if at all possible, give a slight reverse arch to your back by looking slightly upward.
 - e. Carry the load with a straight back, slumping forward or bending backward under the strain means that the load is too heavy for you to handle alone.
 - f. Do not carry objects any significant distance.
 - g. Use mechanical devices whenever possible.
 - h. Lower the load as lifted (back straight, bend the knees, and gently set it on a solid surface). DO NOT ROUND YOUR BACK WHEN SETTING THE LOAD DOWN (plan the end of your lift so you do not pinch your fingers or smash your feet when putting down the object).

204 Ladder Safety

Ladder accidents can result in serious injury - use them properly.

LADDER SAFETY

1. Ladders must be used only for the purpose for which they were designed,
2. Ladders must be inspected for visible defects on a periodic basis and after any incident that could affect their safe use. Check for cracked or damaged side rails, cracked, loose or missing rungs, steps or cleats. Inspect for damaged and loose, bent or broken hardware. (i.e. hinges, spreaders or extension locks).

3. Be sure that stepladders are fully opened with the spreader locked. Place all legs at the same level on firm footing. Safety shoes are required for extension ladders. Never use any ladder that does not have the required safety shoes. Step ladders are located in each department and on each floor for employees' convenience and safety.
4. Always inspect the ladder for sticker citing weight capacity limits. Adhere to limits and always ensure that the ladder is properly secured before using.
5. Never use boxes or other makeshifts to increase the height of a ladder. Never set the ladder on loose or makeshift support.
6. Cross bracing on the rear section of stepladders must not be used for climbing unless the ladders are designed and provided with steps for climbing on both the front and rear sections.
7. Never use anything in the office in lieu of a ladder.

205 Ergonomics Program

Doyon recognizes the potential of ergonomic stressors to adversely impact worker safety and has established controls to reduce the duration, frequency and severity of exposure to ergonomic stressors.

1. The purpose of this program is to reduce the number and severity of musculoskeletal disorders (MSDs) caused by exposure to risk factors in the workplace. Identifying ergonomic hazards and developing and implementing ways to eliminate, reduce or otherwise control them is the core of this program.
2. The program encourages employees to actively participate in evaluations of all work stations and work practices to determine the best means and methods to reduce MSD injuries and loss time incidents. This program is implemented to comply with standard industry practice and the OSHA General Duty Clause.
3. The HR Manager will manage and administrate the ergonomics program for Doyon. On the request from Department Supervisors, the HR Manager will coordinate workstation assessments, making ergonomic recommendations, as well as conduct follow-up assessments.

206 Hazardous Communications & Safety Data Sheets (SDS)

The Hazard Communication Standard (HCS) plan is to ensure that the hazards of all produced or incorporated chemicals are evaluated and the information concerning these hazards is transmitted to both the employer and employees. The standard also uses the Globally Harmonized System (GHS). This is an international approach to hazard communication, providing agreed criteria for classification of chemical hazards, and a standardized approach to label elements and SDS's.

The standard mandates the evaluation of hazardous chemicals present in a workplace and requires training of employees regarding the hazardous chemicals and related prevention and protective measures for routine and non-routine tasks.

Hazard Communication

Hazard communication consists of:

1. Identification and inventory of all hazardous chemicals and listing on a Hazardous Chemical List (HCL),

2. Acquisition of Safety Data Sheets (SDS) for each hazardous chemical listed on the HCL,
3. Labelling of all hazardous chemicals with chemical name, hazards and warnings and the manufacturer's or importer's name and address, with reference to the appropriate SDS,
4. Training of all employees about the hazardous chemicals in the workplace,
5. The Executive Assistant to the President is the coordinator for hazard communication at the Plaza building in Fairbanks,
6. The Facilities Director is the coordinator for hazard communication at the Doyon Industrial Facility building in Fairbanks,
7. The Facilities Administrator is the coordinator for hazard communication at the Grayling building in Anchorage.

Hazardous Chemicals List

The hazard coordinator at each building location will have responsibility for identifying and inventorying all hazardous chemicals. A current master list will be maintained at all times for each location. New chemicals will be added as they are received and chemicals no longer in inventory will be removed from the list as they are discarded. A formal inventory and updating of the list will be done annually.

- Each hazardous chemical must be cross-referenced to an appropriate SDS.
- A master HCL will be maintained in each Doyon building location. Partial lists may be maintained in the various departments where hazardous chemicals are used.
- SDS sheet will be kept at the security desk at the Plaza and Grayling buildings, and with the Facilities Manager at the DIF building.

Training & Communication

All employees should be trained annually.

Prior to an assignment, each employee who works with or is potentially exposed to hazardous chemicals will receive training on the HCS and the specific use of applicable hazardous chemicals.

Prior to the introduction of a new hazardous material or updated hazard, each employee will be trained concerning specific use or handling procedures.

207 Personal Protection Equipment

Personal Protective Equipment (PPE), including equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be provided, used, and maintained in a sanitary and reliable condition wherever necessary where hazards exist. Hazards may be environmental, chemical, radiological, or mechanical irritants which are encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.

208 Vehicle Operations

Some Doyon employees operate motor vehicles in order to conduct Doyon business. Vehicle operation carries the obligation to exert every reasonable precaution to avoid an accident. In winter conditions, defensive driving techniques are essential.

LICENSING

Doyon employees who are required to drive a motor vehicle as part of their job shall possess a valid driver license. In the case of a license revocation or suspension, an employee may not drive a motor vehicle for Doyon business and must notify their supervisor immediately.

DRIVING GUIDELINES

Employees operating a motor vehicle on behalf of Doyon must observe the following guidelines:

1. Obey all state and local government traffic laws,
2. Operate motor vehicle at speeds dictated by prudent judgment, road and weather conditions. Do not exceed posted speed limits,
3. The driver and all passengers of vehicles must wear seat belts when the vehicle is in motion,
4. Avoid distractions such as eating, drinking, using cell phones or other electronic devices. Keep in mind that passengers can be distractions too. Limit socializing and focus on the task at hand.
5. Smoking is prohibited in all Doyon vehicles,
6. All accidents must be reported immediately.

209 Cold Weather Exposure

The severity of sub-arctic winter temperatures can result in serious injuries or death from even short exposures. Accidents occur with greater frequency in cold temperatures, and in addition to the physical risk of freezing flesh, a person's circulation, muscle responses, reactions, and mental capabilities are reduced.

FACTORS

1. Taking certain drugs or medications such as prescriptions, alcohol, nicotine, and caffeine, that inhibits the body's response to the cold or impairs judgment,
2. Having a cold or certain diseases, such as diabetes, heart, vascular, and thyroid problems, may make a person more susceptible to the winter elements,
3. Becoming exhausted or immobilized, especially due to injury or entrapment, may speed up the effects of cold weather,
4. Inadequately hydrated tissue freezes more rapidly,
5. Dampness has the most detrimental effect upon the body in a cold environment in terms of heat loss. Water is 25 to 30 times more conductive than air. A worker in wet conditions or clothing will lose 25 to 30 times more body heat than if they were dry;
6. There is usually little danger for a properly clothed, dry and sufficiently hydrated person working in environments to -21 degrees Fahrenheit (including any wind chill factors). However, the danger of freezing exposed flesh increases as the temperatures go below -25 degrees Fahrenheit

and the danger becomes extreme to exposed flesh below -45 degrees Fahrenheit (including any wind chill factors).

210 Bloodborne Pathogen (BBP) Exposure Plan

The purpose of this exposure control plan is to eliminate/minimize employee occupational exposure to human blood or other potentially infectious substances. OSHA's Bloodborne Pathogens standard prescribes safeguards to protect employees against the health hazards from exposure to blood and other potentially infectious materials, and to reduce employees risk to such exposure.

EXPOSURE DETERMINATION

Doyon has determined that the following job classifications and tasks have or may have occupational exposure to bloodborne pathogens. Occupational exposure means reasonably anticipated skin, eye, mucous membrane contact with blood or other potentially infectious substances that may result during the performance of an employee's job duties.

- Facilities Staff (Maintenance I, II, III or Facilities supervisors)
- Security Guard

OSHA has indicated that first aid or CPR, when performed by an employee or volunteer at a workplace as a "Good Samaritan Act" or as a collateral duty to his or her regular job does not constitute "occupational exposure". Only those individuals who are specifically designated by the employer (for example, in a written job description) as responsible for providing first aid/CPR as a regular part of their job duties are considered to have "occupational exposure." Employees who are trained in first aid by the employer are not considered to have occupational exposure unless they are required by the employer to actually administer first aid.

EXPOSURE RESPONSE:

If an employee is exposed to potentially infectious materials:

- Wash the exposed area with soap and water.
- Splash your nose, mouth, or skin with water. Irrigate your eyes with water or saline.
- Seek out the advice of a healthcare professional
- Report the exposure to a supervisor and Human Resources.

If another employee comes into contact with infectious materials:

- Direct the employee to a healthcare professional
- Report exposure to a supervisor and Human Resources.

If clothing/equipment becomes contaminated with potentially infectious materials:

- Clothing and/or equipment must be properly cleaned, laundered, repaired, and disposed of at no cost to the employee.
- Employees should handle contaminated laundry as little as possible and use personal protective equipment.
- Contaminated work surfaces must be decontaminated with an appropriate disinfectant.

SAFETY INSTANCE REPORTS & NOTIFICATIONS

300 Employee Reporting

All workplace accidents, injuries and illnesses involving employees, even those that are not serious, must be immediately reported to their supervisor and human resources. All accidents and injuries involving the company's customers, vendors, contractors or any other person who is on company premises, even those that are not serious, must be immediately reported to Security.

Safety is a priority of Doyon and it is only through full knowledge of every accident and/or injury that we can become a safer, healthier place to work. Employees will not be penalized in any way for reporting unsafe working conditions or workplace accidents, injuries or illnesses.

301 Near Miss Reporting

A near miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so and only a fortunate break in the chain of events prevented an injury, fatality, or damage. Most accidents occur as a result of an unsafe condition or unsafe action.

Report Near Misses Before They Become Accidents:

- Once a near miss occurs, report it immediately to your supervisor, security, human resources, or the Compliance Director. The potential for such incidents exists all over the workplace, so ALL employees must help identify them.
- If the near miss is a result of an unsafe condition, don't continue to work under that condition until the problem has been corrected and your supervisor gives the okay to proceed.
- If the incident is a result of unsafe acts, be certain that everyone involved has been alerted to their actions before they continue with the job.

The Same Things That Cause Accidents Cause Near Misses:

- Unsafe acts – such as lifting; walking under an overhead load; cutting; grinding or chipping without safety glasses; not using Personal Protective Equipment, etc.
- Unsafe conditions – such as poorly maintained equipment, using chairs with wheels instead of a step stool or ladder, items laid across walkways, trash and boxes that have been left in hallways, coffee or water spilled on the floor and not cleaned up, etc.
- Hurrying or taking risks to complete a task or to wrap up a job at quitting time.

Remember, Near Misses Are A Warning:

- Near misses are warnings that something or someone is not performing the job correctly. Always pay attention to near misses. Letting a near miss go unreported provides an opportunity for a serious accident to occur. Correcting these actions or conditions will enhance the safety within your department and provide a better work environment for everyone involved.
- Report near misses to your supervisor, security, human resources, or the Compliance Director.

All employee workplace injuries must be reported to the HR Manager, x. 2015.

302 After Incident Reporting

If an employee is injured or suspects that they have been injured on the job, or if the employee observes an accident on Doyon premises involving any other person, the employee must notify their supervisor immediately regardless of how serious or minor.

As soon as practical, but no later than 24 hours following an injury/accident or suspected injury/accident the injured or observing employee must complete the appropriate form describing the circumstances surrounding the incident. The employee may obtain this form from Human Resources. The information collected will permit Doyon to better assist the employee in obtaining insurance benefits if they qualify for them. The employee must comply with all accident reporting and occupational health and safety rules and procedures as required by any contracts Doyon has with other companies.

GENERAL EMERGENCY INFORMATION

400 Emergency Action Plan

The emergency action plan is designed to minimize injury, loss of human life and company resources by training employees, procuring and maintaining necessary equipment and assigning responsibilities. This plan is restricted to initial emergency response activities and applies to emergencies that may reasonably be expected to occur at Doyon, Limited.

Emergency Action Plan Contacts:

Location	Position		Phone #	Alternate	Phone #
ANC-Grayling	Security	Alisha Bishop	x. 6150	Daphne Huntington	x. 4224 907-444-7870
ANC-Grayling	2 nd Floor Warden – north wing	Daphne Huntington	x. 4224 907-444-7870	Sarah Strand	x. 4214 907-205-9188
ANC-Grayling	2 nd Floor Warden – middle hall	Daphne Attla	x. 4215 907-330-7501	Galina Gandy	x. 4245 907-538-1590
ANC-Grayling	2 nd Floor Warden – south wing	Sean Markel	x. 4223 907-687-8154	Anna Morris	x. 4219 907-251-6963
ANC-Grayling	1st Floor Warden	Zach Dunlap	x. 4216 907-687-9851	Colby Mabile	x. 4222 907-891-9295
Fbks - Plaza	Emergency Response Coordinator	HR Manager - Vacant	x. 2015	Robin and/or Tanya	x. 2122 x. 2044
Fbks - DIF	Facilities Director	Carole Ann Newcomer	x. 2103	Dallas Charlie	x. 2112

This Plan provides for:

- Procedures to reporting fires and other emergencies
- List of who to contact if there is an emergency
- Method for notifying employees and guests of emergencies
- A safe and orderly evacuation plan of employees and guests
- Emergency escape procedures and route assignments
- Procedures to account for employees after evacuation
- Procedures for responding to different types of emergencies
- Procedures for employees performing rescue and medical duties
- Employee training guidelines

All other responses beyond these actions will be accomplished by the local emergency service providers. This plan relies on emergency service providers like emergency medical services, fire department, police, and others for assistance in response to workplace emergency situations.

The Emergency Response Coordinator will make assessments after each emergency situation. This means all situations are under continuous review should additional responses or resources be required.

401 Reporting/Activating Emergency Response

Employees should report any emergency situation to Security and they will contact the appropriate emergency services. Security will also contact the Emergency Response Coordinator who will collect important information from the incident and report to the President, or designee.

In coordination with the Facilities Administrator, the Emergency Response Coordinator will determine the applicable reporting, lessons learned, and accident investigation, as required in this plan.

All external communications in regards to an emergency or crisis situation will be handled through the SVP of External Affairs at x. 2092 and must follow the Crisis Communications Plan.

Workplace emergencies will be reported out, if necessary, by appropriate personnel. Employees are encouraged not to post any work emergencies on any social media sites.

To report an emergency call Security at x. 6150. If Security is unavailable, contact the Facilities Administrator at x. 4224. Remember to speak clearly and concisely. **If life threatening emergency call emergency services at 9-911.**

1. The Caller must be prepared to provide the following information:
 - a. Caller name and phone number
 - b. Any injury information
 - c. Location of incident
 - d. Other pertinent information as requested
2. If telephones are not working or are unavailable, use an alternate means to report the emergency; such as cell phone.
 - a. To contact Security using a cell phone, dial 907-263-6150; or, call 9-911 for emergency services
3. Upon notification of the emergency, Security will contact emergency services
4. Security, or the Facilities Administrator will arrange to have someone meet the emergency service responders and escort them as necessary

402 Types of Alarms

The main alarm throughout the building is a fire alarm system and when activated will automatically notify the Fire Department.

403 Activating Fire Alarm

If the alarm does not activate, or if an emergency is discovered before the alarm activates:

1. Activate a fire alarm using a manual fire alarm pull station located throughout the building
2. Notify Security at x. 6150 and give a brief description of the emergency

404 Evacuation Information

The only type of evacuation at the Grayling building is total building evacuation.

Employee Response to Emergency Alarms

Upon hearing the emergency alarm or being alerted to imminent danger such as fire, smoke, or explosion, employees must immediately evacuate in a safe and orderly manner.

Evacuation Routes and Assembly Area

Employees should know primary and secondary evacuation routes at all times; diagrams of the building evacuation routes are posted throughout the building, provided upon hire, and attached in Appendices A1-2.

1. A primary route is the safest and most direct exit from the building
2. A secondary route is the next safest exit from the building if primary routes are restricted
3. When an evacuation order is issued for an emergency situation the evacuation alarm will be sounded

Designated Assembly Areas:

1. All employees should evacuate to the west parking lot and assemble by the department for which they work.
2. Anyone unsure of the assembly location, should ask their supervisor, the Facilities Administrator, or their Floor Warden.
 - a. Employees should follow instructions from Security, Floor Warden, Facilities Administrator, or other emergency personnel
 - b. Employees should not leave the assembly area until their presence has been accounted for

Injuries During An Evacuation

If someone is injured during the evacuation, request assistance from Security or the Facilities Administrator.

1. If the injured person is blocking an evacuation route, such as a stairwell, all other employees should proceed to the secondary evacuation route
2. If trained in first aid/CPR, assist the injured during the emergency if safe to do so
3. If the injured person is able to be evacuated using the evacuation chair, employees trained in evacuation chair use should assist the injured person out of the building if safely able to do so

When the area is declared safe, first responders, Security, and/or the Facilities Administrator (or designee) will inform employees they may return to work.

Evacuation Training

Human Resources, in coordination with the Facilities Administrator, shall implement a training plan to ensure that evacuation routes are understood and followed in the event of an emergency.

Floor Warden's will be trained at least annually on their responsibilities and on evacuation chair use.

RESPONSES TO SPECIFIC EMERGENCIES

All emergency situations should be reported as soon as possible to Security at x. 6150. If Security is unavailable, contact the Facilities Administrator at x.4224 or HR Manager at x. 2015. Remember to speak clearly and concisely. **If life threatening emergency call emergency services at 9-911.** With any emergency, employees should perform a quick survey of the area for danger to themselves or others *before* entering the scene; and, consider any dangers.

500 Fire/Smoke/Explosion

When there is fire/smoke/explosion:

1. Stay calm and above all do not jeopardize your personal safety
2. Activate the nearest fire alarm system and alert employees in the immediate area about the fire or emergency
3. Quickly determine if the fire could be controlled or extinguished using a fire extinguisher
 - Small fires may be put out with a fire extinguisher
 - If fire has reached a stage that cannot be contained by portable fire extinguisher, employee should not attempt to extinguish fire and should evacuate building immediately
4. Begin evacuating
 - **DO NOT USE THE ELEVATOR**
 - Employees should evacuate, assemble in the side parking lot and remain at assembly area until receiving further instruction
 - Under no circumstance should an employee attempt to enter the building to conduct a search and rescue; those actions will be left to emergency services

501 Earthquake

During an earthquake employees should:

1. Remain calm and not panic
2. Stay in their work area away from exterior windows and walls and from material that might fall from shelves
3. Take cover under tables, desks, doorways, or other areas of structural strength, and remain in position until advised to evacuate the building
 - **DO NOT USE THE ELEVATOR**
 - Stay inside, away from the front door (main entrance) of the Grayling building, as the greatest danger during an earthquake is from falling materials
 - Listen for advisory to evacuate the building
 - If advisory given, proceed to the back exit. DO NOT exit through the main doors on the first floor because of falling glass hazard

After the earthquake, the utility company, maintenance personnel, or emergency responders may shut off the utilities. The building may be inspected and building occupants will be advised of any further actions.

All building occupants should:

1. Assist with the injured when directed by emergency response personnel
2. Advise Floor Warden(s) of any visible damage observed in their area
3. Be mindful of potential for further damage, as aftershocks are common after an earthquake
4. Ensure that your current location is safe from falling debris
5. Not re-enter the building until cleared to do so by the Facilities Administrator

DO NOT ENTER into buildings exhibiting apparent structural damage until the damage has been assessed by a structural engineer.

Examples of such damage are:

- Partial or total collapse
- Wrinkled, buckled or loose wall or roof panels
- Doors pinched in their frames
- Distortion of building lines (sagging or leaning out of their original geometry)

The Facilities Administrator will advise the President or designee of apparent damage so a structural engineer can be dispatched.

502 Power Failures

Occasionally the building will lose commercial power. When this occurs, the emergency lighting units will illuminate. Generally, these outages are brief, and power will be restored in a short time. Do not use the elevator. Evacuation of the building will not be necessary unless instructed to do so.

503 Medical

In the event of a medical emergency

1. If you observe someone who, in your opinion, may be seriously ill or injured:
 - a. Call, or have someone else call, Security at x. 6150
 - b. If Security is not available call 9-911 and be prepared, as much as possible, to provide the following information to emergency services:
 - Name and medical condition (choking, heart attack, seizure, etc.)
 - Age of injured
 - Your name
 - Location of incident
 - Any other information regarding condition or medical history of the injury
2. After Security or emergency services has been called:

- a. Notify the injured employees department supervisor
 - b. Assign someone to cordon off the area, to keep the area clear and protect the privacy of the ill or injured
 - c. Comfort the individual
 - d. Provide a blanket or coat
 - e. If the person is conscious, give your name and inform them that help is on the way
 - f. Stay with the individual until help arrives
3. When taking on the responsibility as a first aid/CPR responder, use CPR mouth barrier provided in the First Aid kits located on each floor
 - a. Take care not to contaminate your clothes or skin
 - b. Blood and other bodily fluids should be treated as though potentially infectious
 - c. If you come in contact with blood or other bodily fluids, wash off as soon as possible, and report any contamination to Human Resources
 4. If the injured is not breathing, Security or trained employees should respond with an Automated External Defibrillator (AED) usage
 - a. AEDs are located on each floor of the Grayling building
 - b. Security and various staff members are trained to use the AEDs
 - c. In the event that no trained staff are available, and an individual needs such intervention, follow the directions on the AED
 5. After the injured individual has been transported, restrict other employees from entering the contaminated area
 - a. Facilities Administrator or Security will arrange for cleanup of the area
 - b. An employee with blood or bodily fluids on his/her clothes should find replacement clothing as soon as possible
 - c. Contaminated clothes should be put into a plastic bag held for later cleaning or evaluation

504 Work Site Violence/Armed or Unarmed Threat

In the event of a potentially dangerous situation, workplace violence, armed or unarmed threat, employees should first protect themselves by hiding or evacuating and immediately call Security at x. 6150 or 9-911 as soon as safely possible. Review Appendix C for guidance on dealing with aggressive behavior.

505 Domestic Violence in the Workplace

Employees who suspect or witness acts of workplace Domestic Violence – whether by or against another employee – shall immediately report the incident or concern to Human Resources or the Legal Department, or to their supervisor, a member of senior management or through Ethical Advocate. Human Resources will work collaboratively with the impacted employee to address the issue and may develop a workplace safety plan, if necessary.

Employees who seek a protective or restraining order related to Domestic Violence, must disclose the order if the protective or restraining order specifically names Doyon or a Doyon work location under

circumstances where Doyon is reasonably required to take action to protect the employee at work. Protective or restraining orders will be treated as confidentially as possible, under the circumstances.

506 Suicide Prevention & Response

If suicide is attempted or completed in the workplace or at an employment-related location, immediately contact Security at x. 2111 and the Emergency Response Coordinator at x. 2015, and proceed as you would for a medical emergency by calling 9-911. All external communications regarding a workplace suicide will be handled through the SVP of External Affairs and the Crisis Communications Plan. Review Appendix B for additional suicide warning signs and guidance.

507 Terrorist Threat or Suspicious Activities

Treat these incidents seriously. Protect yourself first, and report all threats or suspicious activities to Security at x. 6150, as soon as safely possible. In order to avoid panic on the part of other employees, await instructions from Security before initiating an evacuation process. Do not activate fire alarm unless instructed to do so by Security or the Facilities Administrator. Review Appendix B for guidance on dealing with aggressive behavior.

508 Bomb Threat

If a bomb threat is received, attempt to gather information and contact Security at x. 6150. In order to avoid panic on the part of other employees, await instructions from Security before evacuation. Security will assess the threat and contact the Facilities Administrator for a decision whether to evacuate the building. Security will call emergency services. Review Appendix C for the bomb threat checklist.

509 Biological or Chemical Threat

If a threat of a biological or chemical nature is received over the telephone, attempt to gather information and contact Security at x. 6150. Review Appendix D for questions to ask caller if a threat is received over the phone.

510 Suspicious Mail

If a letter or parcel is open and/or a threat is identified contact Security at x. 6150 and Security will call emergency services. In order to avoid panic on the part of other employees, await instructions from Security before evacuation. If suspicious package is received, employees should:

1. Check the return address
2. Notify Security at x. 6150 immediately
3. Do not shake or bump the item
4. Do not open, smell, touch, or taste
5. Isolate the suspicious package immediately
6. Cordon off the immediate area
7. Ensure that all persons who have touched the suspicious package wash their hands with soap and water

8. List all persons who have touched the package, include contact information and have this information available for emergency services
9. Place all items worn when in contact with the suspicious package in plastic bags and have them available for emergency services

Look for these signs of a suspicious package or letter:

1. Mailed from a foreign country
2. Excessive or foreign postage
3. No return address; restrictive markings such as "Personal" or "Special Delivery"
4. Misspelled words
5. Incorrect title associated with name
6. Addressed to title only or incorrect title such as "Security Manager"
7. Badly typed or handwritten name and address
8. Protruding wires
9. Package is lopsided or uneven, rigid or bulky
10. Strange odor or sounds
11. Oily stains, discolorations or crystallization on wrapper
12. Excessive tape or string

The following actions should be taken for these specific threats:

1. *For a bomb:*
 - a. Do not open it
 - b. Isolate it – don't handle it
 - c. Contact Security at x. 6150 immediately
 - d. Security will call emergency services
 - e. Evacuate immediately
2. *For suspected biological or chemical threat:*
 - a. Do not open it
 - b. Isolate it—don't handle
 - c. Wash hands with soap and warm water
 - d. Contact Security at x. 6150 immediately
 - e. Security will call emergency services
3. *For suspected radiological threat:*
 - a. Do not open it
 - b. Isolate it – don't handle it
 - c. Shield yourself from object
 - d. Contact Security at x. 6150 immediately

- e. Security will call emergency services

511 Protest Groups

When dealing with protest groups, Doyon employees will remain professional and respectful, with a non-confrontational approach, and will minimize direct contact. Doyon's goal is to minimize disruptions to normal operation and ensure strict compliance to all safety standards.

Employees will:

- At first sighting of a protest group, immediately report their presence to Security
- Not create any physical altercations, perform unsafe acts, or violate rules and regulations

Security will:

- Notify the Facilities Administrator
- If inside the building, advise protest group representatives to leave immediately, if trespass, safety, or hazard risk is present
- If the protest group does not leave, Security will contact the appropriate law enforcement agency to remove the protest group
- Establish enhanced security operations as appropriate
- Deny protest groups access to areas that pose safety risks

TRAINING

600 Training

All employees shall receive training on this Safety Program & Emergency Action Plan, upon hire as part of a new employee orientation. Additional training shall be provided if there are any significant changes to this plan, when an employee's responsibilities change, and annually as a refresher course.

601 Evacuation Drills

Doyon will conduct evacuation drills annually (at a minimum). An evacuation check list will be completed at emergency assembly areas and written post-drill critique session will be conducted and documented.

602 Training Records

Human Resources will document all training pertaining to this plan, and all training records will be kept by the Emergency Response Coordinator.

EMERGENCY EQUIPMENT AND LOCATIONS

700 Portable Fire Extinguishers

Fire extinguishers are located throughout the building and should be used only on small fires that are containable.

701 Sprinkler System

The Grayling Building has an automatic water sprinkler system installed for the protection of life and property from fire.

702 First Aid Kits, Automated External Defibrillator (AED), and Evacuation Chair

First aid kits, which include CPR mouth protective devices are located in the kitchens on the first and second floors and in the Doyon Drilling copier room. AED's are located by the first-floor security desk and on the 2nd floor in the Doyon Drilling copy room. There is an evacuation chair located in the back stairwell at the Grayling building.

703 Fire Alarm System

An automatic fire alarm system is installed throughout the building. This system consists of detectors, horns, strobes and manual pull stations. The alarm system is monitored by an offsite vendor, who after confirming it is an actual emergency, will call the Fire Department and Security.

Fire alarm pull stations are located in or near the stairwells on each floor.

704 Inspections

Inspections will be conducted by an external vendor to identify, eliminate, or minimize workplace fire hazards and potential ignition sources. Inspection checklists and an appropriate tracking mechanism will be used. Inspections will also verify that appropriate control procedures, such as fire protective equipment, are available, visible, and accessible, and that no more than minimal accumulations of flammable and combustible materials exist. A copy of all inspection records will be maintained with the Emergency Response Coordinator in Fairbanks and the Facilities Administrator in Anchorage.

ASSIGNMENT OF RESPONSIBILITY FOR EMERGENCY ACTION PLAN

800 Roles and Responsibilities

Security Guard

1. First point of contact for emergencies
2. Respond to alarm activation
3. Designated individual responsible for assisting in the safe and orderly evacuation of the building and implementing this plan
4. Call 9-911 to arrange for emergency services
5. In coordination with the Facilities Administrator, will conduct, at a minimum, annual evacuation drills
6. Will report emergencies to the President, or designee
7. Will assist the Floor Wardens, as requested

Facilities Administrator

1. In the absence of the Security Guard, becomes the first point of contact for implementing the emergency action plan for DL employees at the Grayling Building
2. In coordination with the Security Guard and the Emergency Response Coordinator, schedules and conducts, at a minimum, annual evacuation drills for the Grayling Building.
3. In coordination with Senior Risk Analyst, submits incident reports and lessons learned to the Safety Committee
4. Participate in the review and revision of this plan
5. Is a member of the safety committee
6. Is the Anchorage lead on building safety and maintenance, emergency action planning, and coordinating with the Emergency Response Coordinator
7. Will report emergencies to the President, or designee

Floor Wardens & Alternates

1. Assist with safe and orderly evacuation in an emergency or drill
2. Conduct floor sweep of designated area to ensure everyone has evacuated
3. During an evacuation, conduct department, employee and visitor head count for their section at designated checkpoint
4. Relay the names of any employees who are missing to Security and/or the Facilities Administrator (for possible search and rescue) or any other problems that may arise, such as blocked exit paths
5. Stay current on training as Floor Warden

Human Resources

1. Responsible for implementation and training of the Safety Program & Emergency Action Plan
2. Designate and train Floor Wardens and alternates to ensure the safe and orderly emergency evacuation of employees and visitors
3. Ensures that designated employees are current with CPR, 1st Aide, AED, and evacuation chair training
4. Update employee checklists in Safety Binder

Safety Committee

1. Responsible for annual review of plan
2. Ensures that a post-incident critique is completed and shared with management and affected employees.

Executive Management

1. Ensure that adequate controls and equipment are provided
2. Approve safety program and emergency action plan and any major updates

Supervisors

1. Actively participate and follow emergency, training, or drill instructions
2. Ensure employees follow the procedures outlined in this plan
3. Provide any position specific safety training to employees not otherwise covered by this program

Employees

1. Actively participate and follow emergency, training, or drill instructions
2. When the fire alarm goes off, or any such evacuation from the building, employees should secure their computer, turn off office lights, and close office door
3. Assist visitors in evacuating the building, if safe to do so
4. Report to the designated assembly area for a headcount
5. Report to Floor Warden, anyone unable to evacuate
6. Responsible for reading and understanding the Emergency Action Plan

Employees certified in CPR, 1st Aide or AED training

1. Anyone in the building with CPR, 1st Aide or AED training who can respond to a medical emergency should assist with medical care, as needed until emergency medical services arrive, if safe to do so.

801 Document Control

This plan is a controlled document and may not be changed except as approved by the Safety Committee. This plan is used as a training tool and is available for review on Share Point.

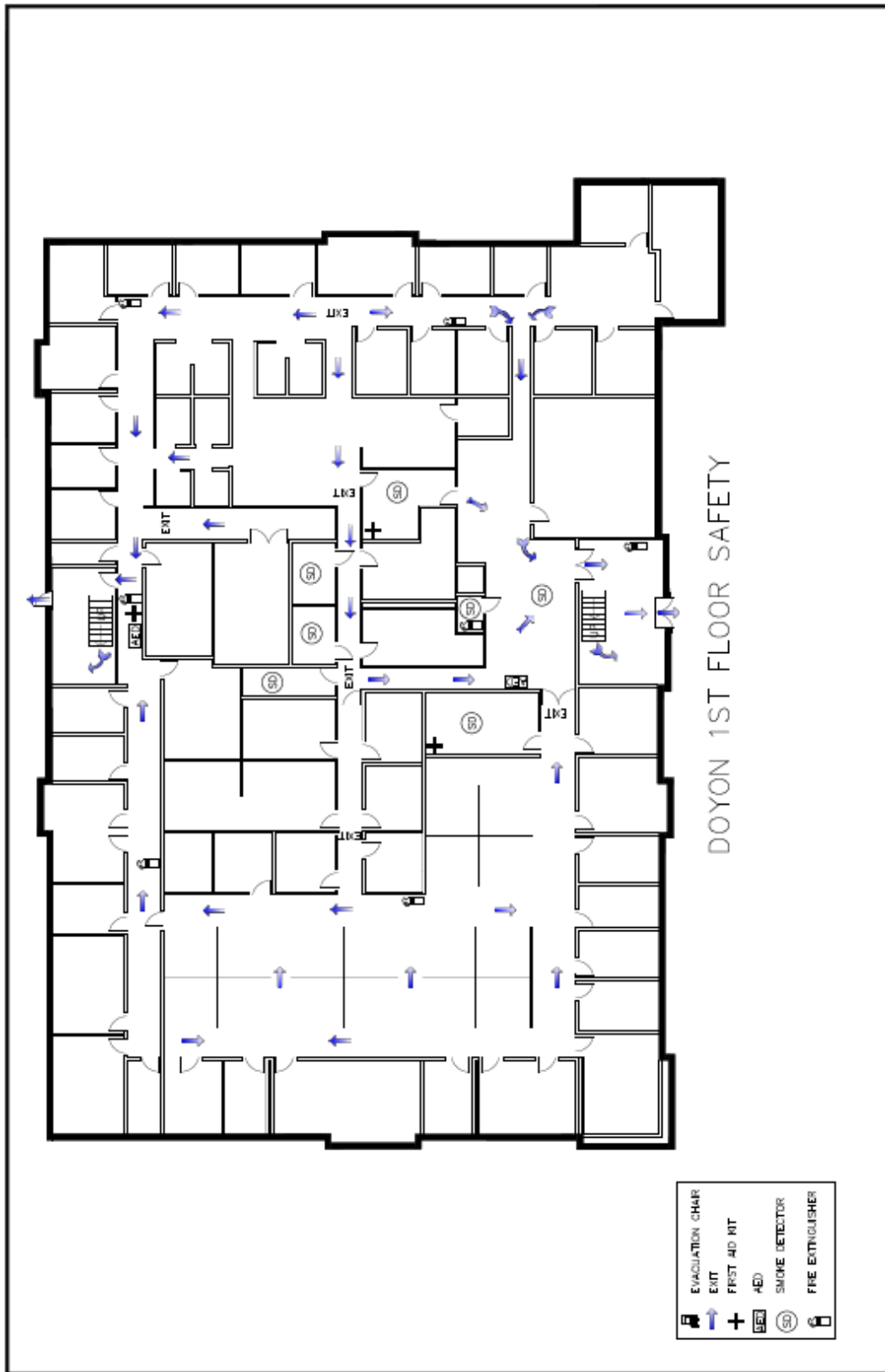
802 Required Review

The Emergency Action Plan shall be reviewed by the Safety Committee, approved by Executive Management and exercised at least annually.

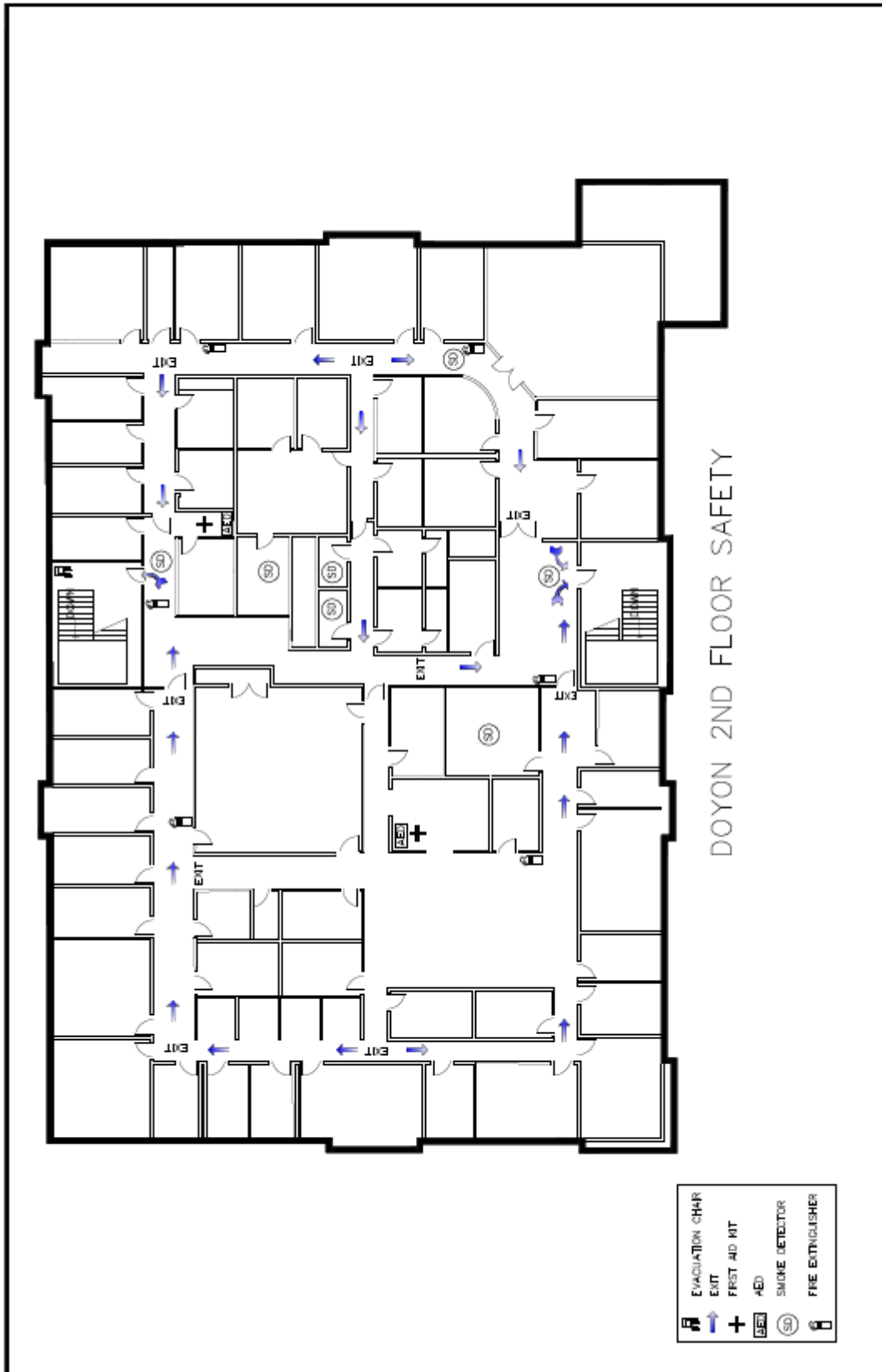
APPENDICES.....

- 1. EMERGENCY EGRESS ROUTES**
 - 1. FIRST FLOOR – EMERGENCY EGRESS ROUTES.....A-1**
 - 2. SECOND FLOOR – EMERGENCY EGRESS ROUTES.....A-2**
- 2. SUICIDE PREVENTION - WARNING SIGNS.....B-1**
- 3. HANDLING AGGRESSIVE BEHAVIOR.....C-1**
- 4. EMERGENCY INSTRUCTIONS FOR BOMB THREAT CHECKLIST.....D-1-2**
- 5. BIOLOGICAL OR CHEMICAL THREAT CHECKLIST.....E-1**

FIRST FLOOR – EMERGENCY EGRESS ROUTES



SECOND FLOOR – EMERGENCY EGRESS ROUTES



Appendix B

Suicide Prevention – Warning Signs of Suicide

Call 911 if you see or hear the following:

Someone threatening to hurt or kill him/herself or talking about wanting to die. Especially if the person has a weapon or other item to hurt him/herself.

Searching for ways to kill him/herself by seeking access to lethal means – whether that is online or physically in the moment of despair.

Someone talking, writing, or posting on social media about death and suicide when these actions are out of the ordinary for that person.

In addition, if you see or hear a co-worker exhibiting any of the following signs, please contact Human Resources immediately. The warning signs of suicide are indicators that a person may be in acute danger and may urgently need help.

Suicide Warning Signs:

- Talking about wanting to die or kill oneself;
- Looking for a way to kill oneself;
- Talking about feeling hopeless or having no purpose;
- Talking about feeling trapped or being in unbearable pain;
- Talking about being a burden to others;
- Increasing the use of alcohol or drugs;
- Acting anxious, agitated, or reckless;
- Sleeping too little or too much;
- Withdrawing or feeling isolated;
- Showing rage or talking about seeking revenge; and
- Displaying extreme mood swings

If you or someone you know is in crisis, call the Lifeline (USA) at 1-800-273-8255 or text SIGNS to 741741 for 24/7, anonymous, free crisis counseling.

HANDLING AGGRESSIVE BEHAVIOR

CONFRONTATION DO'S

- Be alert, stay calm, and assume a non-threatening manner.
- Visually determine if you can see whether the person has a weapon. If a weapon is present, and the person presents a threat, attempt to leave the area for personal safety.
- Listen closely to the person and be nonjudgmental.
- Let the person yell or talk their aggressions out.
- If you talk, talk low, slow, and repeat the points made by the person. Ask questions that solicit responses.
- If the person demands to see a supervisor keep them talking, in order to give Security time to respond.
- Have a purpose.
- Understand what the person is saying; ask them to explain their point. Deal with one point at a time.
- Look at things from their point of view, not yours.
- Get them to give you definite answers.
- Focus on today's event, not the past.
- After they have vented, give them a good alternative.
- State your side (This is what we need to do.)
- Use the "You're right, but. . . ." answers.
- Help them save face; it is their biggest concern.
- Be concerned about the individual's wellbeing.
- Your commitments must be perceived as sincere and believable.
- Think, assess risk, and stay in control of yourself.
- Think about your escape route and be prepared to take it.
- Keep your hands visible; avoid abrupt or sporadic movements.

CONFRONTATION DON'TS

- Don't put your meanings or thoughts into their wants; always let them finish a thought.
- Don't tell them what you think they mean or explain your feelings.
- Don't demonstrate anger, argue, or counterattack.
- Don't shout or raise your voice.
- Don't believe you have to win an argument.
- Don't allow the person to drag you down emotionally.
- Don't attach personal meaning to insults that you may hear from the person.
- Don't try to be in control; they may feel that they've lost control and may seek to regain it through their actions.

EMERGENCY INSTRUCTIONS FOR BOMB THREAT CHECKLIST

Questions to Ask

1. When will the bomb explode?
2. Is there more than one device?
3. Where is it right now?
4. What does it look like?
5. What kind of bomb is it?
6. What will cause it to explode?
7. Did you place the bomb?
8. Why?
9. What is your address?
10. What is your name?

Listen to the callers' voice and check any speech patterns that would apply:

- | | | | |
|-----------------------------------|--|-----------------------------------|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal | <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp | <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep | <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Cracked voice | <input type="checkbox"/> Normal | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent | <input type="checkbox"/> Slurred | <input type="checkbox"/> Familiar |

Exact Wording of Threat _____

Background Noises _____

- | | | | |
|--|----------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory | <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> Clattering dishes | <input type="checkbox"/> Animals | <input type="checkbox"/> House noises | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear | <input type="checkbox"/> Motor | <input type="checkbox"/> Phone Booth |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static | <input type="checkbox"/> Office | <input type="checkbox"/> Other callers |

Emergency Instructions for Bomb Threat Checklist
Page 2

Attempt to establish:

Gender: Male ___ Female ___

Ethnicity/accent: _____ Age: _____

Threat Language _____

___ Well-spoken (educated)

___ Incoherent

___ Irrational

___ Foul

___ Taped

___ Message read by caller

Call length _____ Your extension _____ Date _____ Time _____

REMAIN CALM!! Immediately Dial 9-911. Notify your Supervisor but DO NOT tell other employees about this call. Additional details:

BIOLOGICAL/CHEMICAL THREAT CHECKLIST

Questions to ask the caller:

1. What is your name?
2. When do you intend to release the agent and how?
3. Where exactly is the agent located right now?
4. How is the agent contained, and what does the container look like?
5. Exactly what kind of biological or chemical agent is it?
6. Did you personally place the container or release the agent?
7. Why did you do such a thing; what is your intent?
8. Do you know you could injure innocent people?
9. Is there any way to contact you?
10. What is your address and phone number?
11. Why would you want to hurt innocent people?

Attempt to establish:

Gender: Male ___ Female___

Race: _____ Age: _____

Listen for background noise and attempt to identify any noise or sounds.

Attempt to identify the caller's demeanor, voice, or attitude.

Is the caller familiar with the building, the complex, the business, or individuals?