

EMERGENCY PROCEDURES GUIDE

Revised: August 2021

at  home.

Emergency Procedures Guide

Active Shooter

An Active Shooter is an individual(s) actively engaged in killing or attempting to use deadly physical force on other people in a confined or populated area.

PREPARE BEFORE AN EVENT:

- If you see suspicious activity, report it to authorities.
- Understand our plans and how you should respond before there is an event.
- Map out exits or places to hide in your facility

IMMEDIATE ACTIONS:

- **CALL 911 (only if you are in a safe and secured area and cannot be discovered or increase risk to yourself or others):** Be prepared to stay on the phone with the 911 dispatcher to provide details on the situation
- **PROVIDE KEY INFORMATION:** Be sure to provide the 911 dispatcher with all pertinent information that could be helpful to police, fire, or EMS responders.
 - This could include: Physical description of shooter(s) and if they are wearing any body armor, location of shooter(s) and yourself/other victims, number of shooters, number and type of weapon(s), number of shots heard, number of potential victims

ADDITIONAL ACTIONS:

Active Shooter situation is outside the building:

- Lock down the building if it is safe to do so. Secure and barricade doors using any available materials
 - Turn off lights, move into the most concealed area away from doors or windows and remain as quiet as possible
- Make an announcement over the public address system, megaphone, or similar tool:
 - **Attention. There is an emergency situation outside of the building. Do not go outside at this time. Please standby for further information and direction.**
- If security cameras are available, and it is safe to do so, monitor threat/person(s) on camera and inform 911 dispatcher as needed
- Refer all media inquiries to Corporate Public Relations (see contacts page)

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Active shooter situation is inside the building:

The actions below may occur in any order and are not intended to be sequential or exclusive.

- Make an announcement over the public-address system, megaphone, or similar tool:
 - **Attention. There is an emergency situation in our building. Please take immediate action to ensure your safety by evacuating through the nearest emergency exit or by sheltering in place to protect yourself.**

- **RUN**
 - Getting as far away from the attacker/s is the top priority
 - If you can evacuate the building safely, do so as quickly as possible while guiding others to the exits
 - No one should go back into the building
 - Leave belongings behind
 - Keep hands visible in case of authorities arriving on scene

- **HIDE**
 - If you are unable to evacuate safely, hide in an area out of the assailant or shooter's view. Stay clear of windows and door cracks.
 - Guide person(s) around you to the safest area possible in the hiding spot, for example behind larger furniture and away from doors or windows.
 - Block and barricade entry to your hiding place and lock the doors
 - Use materials around you (like heavy furniture or belts) to prevent doors from being opened
 - Close blinds, turn off lights, cover any window(s)
 - Hide behind thick furniture
 - Silence your cell phone and/or pager
 - Remain as silent as possible

- **FIGHT**
 - Only as a last resort and only when your life is in imminent danger, you should fight
 - Attempt to disable or incapacitate the shooter
 - Act with physical aggression and commit to your action. Throw items at the active shooter or assailant like chairs, fire extinguishers, scissors, books, etc.
 - Be prepared to cause severe injury to the attacker to save your life and the lives of others.

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How to respond when law enforcement arrives (note: first set of officers may not stop to aid with injured victims and may be in full tactical attire in search of the attacker/s):

- Do not open the door until the person can provide an identification badge
- Remain calm and follow all instructions when you've verified it is safe to do so
- Put down any items in your hands (i.e. bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers such as holding on to them for safety
- Avoid pointing, screaming, or yelling
- Do not stop to ask officers for help or direction when evacuating
- Make sure your priority is to get yourself and others to safety as quickly and quietly as possible

After the incident:

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable

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Violent Attack

A threatening event that causes immediate jeopardy to the safety of person(s) at your location

IMMEDIATE ACTIONS:

- **CALL 911:** Be prepared to stay on the phone with the 911 dispatcher to provide details on the location of the threat, injuries to person(s), and the situation.
- **PROVIDE KEY INFORMATION:** Be sure to provide the 911 dispatcher with all pertinent information that could be helpful to police, fire, or EMS responders.

ADDITIONAL ACTIONS:

Threat or incident is outside the building:

- Lock down the building if it is safe to do so.
- Make an announcement over the public address system, megaphone, or similar tool:
 - **Attention. There is an emergency situation outside of the building. Do not go outside at this time. Please standby for further information and direction.**
- If security cameras are available, and it is safe to do so, monitor threat/person(s) on camera and inform 911 dispatcher as needed.
- Refer all media inquiries to Corporate Public Relations (see contacts page)

Threat or incident is inside the building:

- Make an announcement over the public-address system, megaphone, or similar tool:
 - **Attention. There is an emergency situation in our building. Please take immediate action to ensure your safety by evacuating through the nearest emergency exit or by sheltering in place to protect yourself.**
- Ensure your personal safety. Guide person(s) around you to the safest area possible inside the building to shelter in place.
- Maintain awareness of what is occurring to protect yourself and others.
- If possible, stay on the phone in contact with the 911 dispatcher.
- Refer all media inquiries to Corporate Public Relations (see contacts page)

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager



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- Call your Regional Manager if the Regional Loss Prevention Manager is not reachable

Blood / Bodily Fluids

An exposure, spill, contact, or clean-up of blood or other bodily fluids

IMMEDIATE ACTIONS:

- **BLOCK OFF AREA:** Use safety cones, signing, or other available items to block off the area or ask another Team Member to stand guard until clean-up supplies can be gathered. This will prevent exposure to others along with slips, trips, and falls.
- **SECURE BIOHAZARD (BBP) SPILL KIT:** Kits can be found in the break area, Manager's office, or other designated location. Take the kit directly to the scene of the spill site and follow instructions in the kit and training to clean up the spill.

ADDITIONAL ACTIONS:

- **Use universal biohazard precautions**
 - Consider all blood and bodily fluids potentially infectious
 - Wear personal protective equipment (PPEs) including non-latex gloves, outer layer clothing protection, and safety glasses to prevent contact
- For a large amount of bodily fluids or spills you do not feel comfortable cleaning with local staff, contact safety@athome.com on how to proceed.
- Spray every affected object Oxivir-Five16 and let sit for 5 minutes of contact time to properly disinfect the surface.
- While wearing gloves and other PPE, remove liquid with paper towel or a mop
- All items used for cleanup should be disposed of immediately afterwards using biohazard bags
- Dispose of disinfected mop water in an industrial sink that is never used to handle food and disinfect the sink using Oxivir Five-16 immediately after.
- Quarantine the red biohazard bag containing contaminated contents
- Wash your hands thoroughly with soap and water.

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Building Threat (Including Bomb Threats)

A threat to inflict injury or damage to person(s) or property via explosive/bomb, biological, chemical agents, or other means

IMMEDIATE ACTIONS:

- **DOCUMENT CAREFULLY:** Any specific threat information that is received from a caller or via note, e-mail
 - Background noises that are present
 - Exact words used
 - Anything key that would identify the voice, where the device or agent is located, what it looks like, when it will detonate, etc.
- **CALL 911 IMMEDIATELY AND FOLLOW DIRECTION OF EMERGENCY RESPONDERS.**
- **HALT USE OF ELECTRONIC DEVICES:** Instruct team to halt use of all electronic devices that transmit via radio, such as walkie-talkies, two-way radios, or similar devices
- **EVACUATE IF SAFETY IS THREATENED:** If you believe your location is under imminent evacuate the building immediately using your **Evacuation Plan**.
- **IF AN EXPLOSION OCCURS:** Evacuate immediately using your **Evacuation Plan**.
- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable

ADDITIONAL ACTIONS:

- Refer all media inquiries to Corporate Public Relations (see contacts page)



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Chemical Spill / Exposure

A chemical spill or the potential exposure to harmful biological or other material (ex: ammonia)

IMMEDIATE ACTIONS:

- CALL 911 IMMEDIATELY IF ANYONE NEEDS EMERGENCY MEDICAL ATTENTION OR IF A SIGNIFICANT SPILL COULD HARM TEAM MEMBERS, CUSTOMERS, OR THE ENVIRONMENT.
- Certain chemicals can be an asphyxiant even if they don't present other physical hazards – remain clear and move to a ventilated area or open doors.
- Do not touch, smell, taste, or handle the material in any way.
- Secure the exposed area by blocking access to people and drains. Assign Team Members to keep everyone out of the exposed area.
- Avoid any actions that may spread a contaminant, such as moving items around, sweeping, or putting the contaminant into the trash.

ADDITIONAL ACTIONS:

- ESCALATE TO AT HOME LEADERSHIP
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable
- If anyone is injured or thought to be exposed to an unknown contaminant, follow your **Medical Emergency** procedures and the instruction of first responders.
- Provide assistance to anyone with symptoms of exposure by referencing the Safety Data Sheet for the material in the exposure.
- Isolate potentially exposed individuals to minimize contact with those not exposed.
- Evaluate the risk of further exposure with guidance from key responders and consider evacuation
 - The need to evacuate depends on the location of the exposure inside the building and the hazards associated with the chemical
 - Evacuate the building if safety is threatened. Follow your location's **Evacuation Plan**.

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Civil Unrest / Riot / Protest

A disorderly crowd or riot capable of erupting into destructive or violent behavior

IMMEDIATE ACTIONS:

- **IMMEDIATELY CALL 911:** Notify law enforcement of the civil unrest situation. Be prepared to provide details on number of protestors, actions they are taking, and if you or others are in any danger.
- **IF THE SITUATION IS UNSAFE:** Immediately lock down the location by securing all perimeter doors and windows. Evacuate the location if needed.

ADDITIONAL ACTIONS:

- **Civil Unrest is occurring at/near a company location:**
 - Lock down facility if it is safe to do so
 - Ensure any Team Members, visitors, and customers that may be outside are brought inside the location before securing the facility
 - Includes: windows, doors, blinds, rooms that may contain hazardous materials such as cleaning materials
 - Make an announcement over the public-address system, megaphone, or a similar tool:
 - **“A [riot condition // or other descriptive term] now exists in the area bounded by [street names, location description] ... for your safety, please stay inside the building and away from doors and windows until further notice.”**
 - If security cameras are available, and it is safe to do so, monitor and record the civil unrest activity
 - When civil unrest has ended, make an announcement over the public-address system, megaphone, or a similar tool:
 - **“The [riot condition // or other descriptive term] is now resolved. You may exit the building at your convenience.”**
 - Refer all media inquiries to Corporate Public Relations (see contacts page)

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable



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Earthquake

Perceptible shaking of the surface of the earth

DURING AN EARTHQUAKE

- Remain calm.
- Seek cover away from any glass, shelving, racking, and any area with potential for falling items. If possible, take cover underneath a desk or table, and hang on. Stand in a doorway or hallway if that is the only available option.
- Secure yourself on the ground.
- Protect your head and neck with your arms hands while on the ground.
- Stay inside the building – do not run outside.

AFTER THE EARTHQUAKE (SHAKING HAS STOPPED)

- Account for all Team Members, customers, and visitors. Check for injuries. Immediately call 911 or other emergency personnel if there are medical injuries.
- Move any Team Members, customers, or visitors away from electrical or structural hazards that are found.
- For injuries, reference the **Medical Emergency Checklist**.
- Visually inspect the building for any visible structural damage or compromise. Evacuate immediately if safety is threatened or if there is obvious structural damage. See the **Evacuation Emergency Checklist**.
- Follow all instructions given by public safety personnel.
- Refer all media inquiries to Corporate Public Relations (see contacts page)

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable



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Elevator Entrapment

A person is unable to exit an elevator because of mechanical or other failure and is trapped at or between floors

IMMEDIATE ACTIONS:

- **CALL 911:** Request assistance from local fire department for elevator entrapment.

ADDITIONAL ACTIONS:

- Direct anyone trapped in the elevator not to try and pry the doors open.
- Determine:
 - Number of people trapped
 - Location or floor of the elevator
 - Elevator cab number
- Contact Elevator Service Provider for emergency service.

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Evacuation

There is an immediate need to leave the building due to an unexpected event

IMMEDIATE ACTIONS:

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Notify Corporate Public Relations at 844-894.6390

ADDITIONAL ACTIONS:

- Make an announcement three times over the public address system, megaphone, or similar tool:
 - **May I have your attention, please.**
 - **There is an emergency in the building that makes it necessary to evacuate the building immediately.**
 - **Please take your personal belongings in the immediate area and leave through the nearest emergency exit as safely and quickly as possible.**
 - **All Team Members should gather at the designated rally point [name rally point].**
- If it is safe to do so:
 - Assign Team Member(s) at each major entrance/exit to guide Team Members Team Members and Customers during the evacuation.
 - Provide assistance to those in need of special assistance.
 - Walk the building to ensure that Team Members everyone has left the building.
 - Close all building doors and secure the building perimeter.
 - Do not allow any person to enter the building until the emergency situation has been adequately resolved.
- Refer all media inquiries to Corporate Public Relations (see contacts page)

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Fatality

The death of a Team Member, customer, or visitor on property

IMMEDIATE ACTIONS:

- CALL 911 IMMEDIATELY to report the fatality to authorities.

ADDITIONAL ACTIONS:

- Ensure someone stays with the body until authorities arrive.
- Ensure there is not an active threat.
- Ensure that no one else has been hurt or injured.
- Move Team Members, customers, and visitors away from the area where the deceased is located. If possible, create a barrier.
- Keep all Team Members, customers, and visitors away from areas that may be dangerous until public safety officials approve re-entry.
- Use universal precautions to prevent exposure to any blood borne pathogens.
- Do not remove any evidence until approved by law enforcement officials.
- Tell all Team Member to please stay off social media regarding this incident.
- If the deceased is a Team Member, law enforcement will mostly likely provide notification to the family. In the event they do not intend to notify family, consult with Human Resources Leadership for approval and recommendations on next steps.
- If you believe a piece of equipment may have been involved in the death, discontinue use of the equipment immediately.
- If Team Members, customers, or visitors witnessed the incident, gather their contact information (name, address, city, state, zip code, and telephone numbers) for public safety officials before they leave your location.
- Comply with all direction from public safety officials. Once onsite, they are in charge.
- If warranted, arrange counseling services for Team Members.

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - If it is a Team Member fatality, OSHA will need to be notified within 8 hours
 - Notify Corporate Public Relations at 844-894.6390



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Fire

A fire in your location or on your property

IMMEDIATE ACTIONS:

- **CALL 911 IMMEDIATELY:** Provide the emergency dispatcher with any information that will be helpful to first responders. Determine if anyone is injured and share that information with the dispatcher.
- **ASSIGN AN TEAM MEMBER TO MEET THE FIRE DEPARTMENT:** Assign an Team Member to meet the fire department outside of your location and guide them to the location of the fire.
- **EVACUATE IF SAFETY IS THREATENED:** If you cannot immediately determine the cause of the fire alarm, or if one or more sprinklers are activated, evacuate your location using your **Evacuation Plan**.
- If necessary, make sure the fire alarm has been pulled or notification of an immediate evacuation has been done on your way out of the building.
- Fire and smoke, even when a full evacuation is not required, can cause inhalation hazards, Ensure the area is adequately ventilated and Team Members are not breathing in smoke fumes.
- Notify 911 or offer medical assistance to anyone negatively impacted by the fire.

ADDITIONAL ACTIONS:

- Move everyone a safe distance from the affected area as to protect them from possible secondary explosions.
- Account for all Team Members customers
- Assign a Team Member to locate the nearest fire hydrant prior to the arrival of the fire department.
- Provide a building blueprint, location map, or evacuation map for the fire department.
- Inform public safety officials upon arrival if anyone may still be in the building.
- If media arrives, refer to the **Media Onsite** checklist.

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable



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Flood

Overflowing of water usually from a river/lake or heavy rainfall which submerges land under water

IMMEDIATE ACTIONS:

- **EVACUATE IF SAFETY IS THREATENED:** If you believe your location is under imminent threat, or if directed to by public safety officials, evacuate the building as quickly as possible using your **Evacuation Plan**.
- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable

ADDITIONAL ACTIONS:

- Partner with District Manager to determine if your location should close
- If your location has a generator, set the generator to stop or off to prevent the generator from energizing circuits if power is lost or shut off to your building
- Disconnect main power
 - If your location has a main service disconnect, have a qualified person shut off the main electrical service disconnect to turn off power to the entire facility
 - If your location does not have a main electrical service disconnect, contact your local electric utility to have power disconnected to your location
- Close or turn off your main gas shut-off valve. If you are unable to locate it, contact your local gas utility company to have the gas shut off at your location.
- Account for all Team Members
- If possible, elevate items (supplies, merchandise, products) to a level higher within the building than the forecasted flood level
- Partner with your designated point of escalation to determine if sandbagging is necessary.
- Cancel, review, or re-route any planned deliveries to your location.
- Refer all media inquiries to Corporate Public Relations (see contacts page)
- Review the Flood Prevention Job Aid for additional steps and resources

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Hurricane

A severe tropical storm usually associated with heavy rains and winds in excess of 75 miles per hour (mph)

THREAT OF A HURRICANE

- Partner with your building maintenance / facilities department to prepare for the possible hurricane.
- Test your emergency generator (if location is equipped with one) to ensure that it is operational.
- Determine with your building maintenance / facilities department if it will be necessary to shut-off water, electricity, and gas prior to the hurricane's arrival.
- Review all HVAC (heating, ventilation, and air conditioning) units to make sure all access panels are secure.
- Check First-Aid Kits and re-stock if necessary.
- Ensure all roof drains are free of debris and items that may clog water flow.
- Review the **Evacuation Emergency Checklist** with your management team.

A HURRICANE LANDFALL NEAR YOUR LOCATION IS IMMINENT

- If needed, support installation of board-up kits / hurricane shutters.
- Cancel, review, or re-route any shipments to your location.
- Plan to close and secure your location when the official warning is issued. Ensure that you close in plenty of time for Team Members to safely evacuate with their families from the impacted areas.
- Plan for possible power outages. Review the **Utilities Emergency Checklist**.
- Determine if and when Team Members should evacuate the general area.
- Obtain contact information for all Team Members that are planning to evacuate.
- Monitor radio and TV warnings as the hurricane approaches.
- Partner with facilities on any outside building features that may break loose, such as storage, signage, and other items. Consider disassembling and storing inside the building.
- If possible, elevate critical supplies to at least 12 inches off the floor to protect from possible flooding.
- If your location is prone to flooding, partner with your building maintenance / facilities department to acquire sandbags for your entrances, exits, and emergency doors.
- Review the Flood Prevention Job Aid for additional steps and resources

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Legal Inquiry

An attorney, insurance adjuster, or other legal representative has contacted the store

WHAT TO DO WHEN CONTACTED BY A LEGAL REPRESENTATIVE

- Any inspection by a legal representative must be approved prior to their arrival at the store
- Determine the reason for their visit
- If permission has not been granted, ask the visitor to leave. Report the incident to the District Manager and Regional Loss Prevention Manager.
- If they refuse to leave, contact local law enforcement
- If permission has been granted, have the LOD escort them around the store. Take note of items they photograph or ask to review in more detail. Do not allow them to speak with any customers or team members.
- Refer any media to the corporate Public Relations Department (see contacts page).

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable



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Media Onsite

A member of the media is onsite or has contacted your organization for comment on an incident or general story

WHAT TO DO WHEN CONTACTED BY THE MEDIA:

- Do not answer questions or provide comment. Be polite, courteous, and calm.
- Inform the reporter that you are not the appropriate person to answer their questions. All media requests must be referred to the corporate Public Relations Department (see contacts page).
- Gather the following information:
 - The reporter's full name
 - The name of the media outlet they represent
 - The reporter's contact information (phone number and e-mail address)
 - The nature of the reporter's inquiry, information being requested, and reason for calling
 - The reporter's deadline
- Tell the reporter that you are referring their request to the Corporate Public Relations department and that someone will get back to them as soon as possible.
- If pressed, explain to the reporter that this is routine procedure, and all media inquiries are handled in this way.
- If the reporter is taking photos or videotaping on the property, please ask them politely to refrain from doing so until approval is obtained from the corporate Public Relations Department. Note that we cannot impede camera crews from shooting photos or video of the exterior of the building from public property.
- Assume that any discussion with an inquiring reporter is being recorded and is on-the-record, so it is important to maintain a professional, calm, and non-confrontational demeanor in handling the situation.
- **REPORT INTERNALLY:** Report the incident to the corporate Public Relations Department (see contacts page) with the details gathered above.

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Medical Emergency

An illness or injury to a Team Member, customer, or visitor that requires medical assistance

IMMEDIATE ACTIONS:

- CALL 911 IMMEDIATELY

ADDITIONAL ACTIONS:

- Summon your location's Managers to the location of the medical emergency. If trained/certified, they may provide first aid in accordance with your location's policies.
- Trained and/or certified Team Members can assist with CPR. Ask if any Team Members on duty are adequately trained.
- If blood or bodily fluids are present, reference the **Blood & Bodily Fluids Emergency Checklist**.
- Take photographs of the scene of the event, but do not take photos of the injured Team Member or Customers.
- Severe Team Member injuries must be reported to the Occupational Safety and Health Administration within 8 to 24 hours, depending upon the jurisdiction and severity of the injury. Please ensure all severe Team Member injuries or incidents that require hospitalization are reported as soon as possible to safety@athome.com.

IN THE EVENT OF MULTIPLE MEDICAL EMERGENCIES:

- Identify and prioritize those in most dire need of medical attention.
- Do not move any injured individuals unless absolutely necessary.
- Ask Team Members to stay with injured individuals until emergency services arrive.
- Clear access roads to your location to allow entrance and exit of emergency vehicles.
- Have a Team Member meet emergency service vehicles and direct them to the location of those who are injured.
- Move Team Members, customers, and visitors away from the incident.
- Refer all media inquiries to Corporate Public Relations (see contacts page)

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable



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Regulatory Agency

A regulatory agency such as OSHA, EPA, or local health department, or similar agency is onsite for an inspection

WHAT TO DO WHEN CONTACTED BY A REGULATORY AGENCY

- Remain calm and be polite
- Request to see their identification/credentials
- Identify the nature/reason for the inspection and the agency they represent
- Ask them to wait briefly while you get another Manager or Team Member to assist and accompany you
- Contact the Loss Prevention Regional Manager and your District Manager right away and politely ask the inspector to wait while you notify your corporate Team for support. The Safety Team will work with you and the regulator to handle all responses and inquiries.
- Obtain a notepad, pen, and store phone and plan to take notes/photographs of any and all items notated by the inspector or regulatory agency representative.
- Refer any media to the corporate Public Relations Department (see contacts page).

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Robbery

The act of unlawfully taking the property of another by using violence or intimidation

IMMEDIATE ACTIONS:

- **FOLLOW INSTRUCTIONS:** Obey the exact instructions of the robber and cooperate fully.
- **TAKE MENTAL NOTES:** Mentally note the physical description of the robber, including any distinguishing characteristics.

AFTER THE SITUATION IS SAFE (ROBBER HAS LEFT):

- **CALL 911 IMMEDIATELY**
- Ensure all Customers and Team Members are safe.
- Try and remain calm and ask everyone to remain in the store until police arrive.
- Have each Team Member, customer, or guest that witnessed the robbery write down a description of the robber, their escape vehicle, license plate number, and any other details about what happened. Ask them to refrain from discussing any aspect of the robbery until police can speak with them.
- Protect the crime scene (any place the robber went or touched) and make sure the area is secured to prevent anyone from entering or disturbing the crime scene.

REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable

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Tornado

A localized and violently destructive windstorm occurring over land, usually as a funnel-shaped cloud extending towards the ground or strong straight-lined wind

TORNADO WATCH

- A Tornado Watch indicates conditions are favorable for the development of tornadoes and weather should be monitored.
- Monitor weather to determine the potential of severe weather in proximity of the store and begin planning and preparing for next steps in the event the watch becomes a warning.
 - Weather can be monitored through computers and electronic devices. In some cases, alerts may be sent by the Safety Team.

TORNADO WARNING

- A Tornado Warning indicates that a tornado has been spotted either by radar or by sight in proximity of the location and the path is being monitored.
- If a tornado warning exists for the store or facility:
 - Monitor weather to understand the path, severity, and timing of the storm
 - If possible, make an announcement to the store communicating the designated shelter areas
 - Assemble Team Members and Customers in the severe weather shelter areas designated for the location
 - Ensure shelter areas are free of windows and are free of other hazards like chemical hazards or shelving.
 - Protect yourself and others by getting low to the ground and covering head and neck
 - Wait in the designated shelter areas until the storm has passed, and the area is free from potential danger

AFTER THE TORNADO

- Account for all Team Members, customers, and visitors. Check for injuries. Immediately call 911 or other emergency personnel if there are medical injuries.
- Move any Team Members, customers, or visitors away from electrical or structural hazards that are found.
- For injuries, reference the **Medical Emergency Checklist**.
- Visually inspect the building for any visible structural damage or compromise. Evacuate immediately if safety is threatened or if there is obvious structural damage. See the **Evacuation Plan**.



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REPORTING THE INCIDENT

- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Notify Corporate Public Relations at 844-894.6390
- Follow all instructions given by public safety personnel.

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Utility Problem / Outage

A public utility failure impacting your location's water, power, or gas – including a gas leak

IMMEDIATE ACTIONS:

- **EVACUATE IF SAFETY IS THREATENED:** If you believe your location is under imminent threat, or if directed to by public safety officials, evacuate the building using your Evacuation Plan.
- **ESCALATE TO AT HOME LEADERSHIP**
 - Call your District Manager and provide all necessary information
 - If you do not reach them, contact them again after 10 minutes
 - Call your Regional Loss Prevention Manager
 - Call your Regional Manager if the Regional Loss Prevention Manager is not reachable

ADDITIONAL ACTIONS:

- Attend to the safety of Team Members, customers, and visitors.
- Contact local utilities to inform them of the situation and determine expected service restoration.
- Share updates with Team Members, customers, and visitors as appropriate.
- Keep your designated point of escalation informed, especially if an extended disruption is expected.

FOR A POWER OUTAGE:

- Complete the online form process in WorkJam to report any power outages or store closures.
- The LOD is to walk the entire store and have all customers come to the front end and check out.
- Move Customers to the front of the store and check out any selections they have made. Customers are not permitted to continue to shop while the power is out and the store is dark.
 - Each store has a set of registers that are on emergency backup batteries in the case of a power outage. All Managers should know what registers are on backup in the store.
 - The LOD will move Customers to these registers during a power outage.
 - During a power outage, At Home may not be able to accept Gift Cards as a former of tender.



Emergency Procedures Guide

FOR A GAS LEAK:

- **CALL 911 IMMEDIATELY**
- Discontinue the use of cellphones, radios, two-way radios, and/or electrical devices.
- Ensure no one is smoking on site
- Evacuate the building using your **Evacuation Plan**.

FOR A WATER LEAK / BROKEN WATER PIPE

- Locate and turn off the valve controlling the source of the water to the water main
- Contact the water utility for assistance (see contacts page)
- If necessary, elevate merchandise off the floor to prevent water damage
- Clean up the water by pushing it out of the building or down the drain(s) with squeegees, brooms, sweepers, and scrubbers if possible

FOR WATER RELATED ISSUES (BOIL ORDER, SEWAGE CONTAMINATION, LACK OF HOT WATER):

- Follow the directions provided by your utility company and/or local public safety officials

Emergency Procedures Guide

Winter Weather

Winter Weather presents hazards that may include slippery roads/surfaces, strong winds, and environmental cold

WHEN ADVANCE WARNING IS RECEIVED:

- **DETERMINE NEED TO CLOSE:** If the LOD or Store Director believes the store may need to close in advance of winter weather, the District Manager should be alerted to make a closure decision based on the following conditions:
 - Reduced customer traffic (save payroll and close)
 - Condition of roads, sidewalks, parking lots, visibility, etc.
 - Periodic weather updates from the LOD
 - Radio and/or TV broadcasts
 - State, County, and/or City Law Enforcement Bulletins
 - Power Company updates
 - Safety of Team Members, customers, and visitors
 - Doing the right thing for everyone involved

- **CLOSING DECISION COMMUNICATION:** The decision to close or delay opening should be made at the earliest possible and communicated to all Team Members.
 - The Store Director should make contact with all Team Members.
 - The District Manager should notify the Regional Director and the Regional Loss Prevention Manager.
 - Complete the store closure form in Workjam to ensure proper notification is completed.
 - The LOD will post a sign in the window alerting customers that the store is closed due to inclement weather
 - The Inclement Weather sign is available in the Dashboard in the Stores Signs link
 - Print Signs
 - Check Lane Signs

Emergency Procedures Guide

Contacts Page

Corporate Public Relations

- Media Hotline: 844-342-0482, mediarelations@athome.com
- Carey Marin: 214-914-1157, cmartin@athome.com

Utilities / Service Providers

Utility / Business	Name	Telephone #s
Electricity		
Water		
Gas		
HVAC		
Plumber		
Fire Suppression		
Alarm System		
Landlord		

At Home Contacts

Title	Name	Telephone #s
District Manager		
Regional Loss Prevention Manager		
Regional Manager		
Fire Department Direct Line		
Police / Sheriff Direct Line		
Nearest Hospital w/ ER		
Local Health Department		



Emergency Procedures Guide

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Key Locations

Item	Location / Description
Emergency Kit Location	
Water Shut-off Valve Location(s)	
Severe Weather SafeZone(s)	
Exterior Rally/Assembly Location(s)	