

# EMERGENCY ACTION PLAN

Rev: Orig.  
Date: 06/15/11

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# **EMERGENCY ACTION PLAN**

Rev: Orig  
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**Kalitta Charters Corporate Offices and Hangar**

**843 Willow Run Airport, Ypsilanti MI 48198**

# EMERGENCY ACTION PLAN

Rev: 02  
Date: 04/05/13

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## YPSILANTI – IMMEDIATE EMERGENCY PHONE NUMBERS

FIRE DEPARTMENT: - YIP .....(734) 483.6700 (If unavailable call 911)

RESCUE: - YIP .....(734) 483.6700 (If unavailable call 911)

AMBULANCE: - YIP .....(734) 483.6700 (If unavailable call 911)

POLICE: - YIP .....(734) 483.6700 (If unavailable call 911)

KALITTA TURBINES ..... (call 911)

FAA: ..... (734) 487-7222

### SAFETY/SECURITY:

Heath Nicholl ..... cell - (734)502-6842

Alternate: Ronald Fansler ..... cell - (586)530-7233

### BUILDING MANAGER:

Marcel Cote.....cell - (734)-276-7287

Alternate: Berry Birurakis .....cell - (734)-417-9005

## EMERGENCY COORDINATORS NAMES AND PHONE NUMBERS

(Available during normal hours, 0700-1600)

AREA/FLOOR:	NAME:	PHONE:
Main Hangar	Marcel Cote	EXT: (7213)
Main Hanger	Jim Keffer	EXT: (7223)
2nd floor Ops	Sandy Davis	EXT: (7209)
2nd floor Admin	Vanessa Burgner	EXT: (7220)

### 2<sup>ND</sup>/3<sup>RD</sup> SHIFT COORDINATORS

2nd floor Ops	Dispatch Supervisors	EXT: (7230, 7257, 7202, 7201, 7203)
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## UTILITY COMPANY EMERGENCY CONTACTS

### ELECTRIC:

DTE Energy ..... 1-800-477-4747

### WATER:

VanBuren Water works ..... 1-734-699-8925

### GAS:

DTE Energy ..... 1-800-947-5000

### TELEPHONE COMPANY:

| Cbeyond ..... 1-866- 424-5100

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## PHONE CONTACTS

<b>FLIGHT OPERATIONS CENTER EMERGENCY</b>				(734)544-3400	<b>Media Spokesperson</b>		
				(734) 985-2434	Berry Birurakis		
<b>President</b>					<b>Human Resources</b>		
Doug Kalitta	Office	(734)544-3400	X7112		Vanessa Burgner		
	Fax	(734)544-3429					
	Home	(734)769-8207					
	Cell	(734)904-5975					
<b>General Manager</b>					<b>Customer Management/DOD Contracts</b>		
Berry Birurakis	Office	(734)544-3400	X7233		Berry Birurakis		
	Fax	(734)544-3421					
	Home	(865)475-4606					
	Cell	(734)417-9005					
<b>Director of Safety/ Security</b>					<b>General Counsel</b>		
Heath Nicholl	Office	(734)484-0088	X7016		George Kelsey	Office	(734)973-1222
	Fax	(734)544-7041				Cell	(734)904-1415
	Cell	(734)502-6842					
<b>Director of Operations</b>					<b>Manager of IT</b>		
Bradley Clark	Office	(734)544-3400	X7210		Mike Barnocki	Office	(734) 985-2458
	Home	(734)544-6577				Cell.	734-323-9147
	Cell	(734)417-9006					
<b>Director of Maintenance</b>					<b>Manager of Telecommunications</b>		
Marcel Cote	Office	(734)544-3400	X7213		Stan Price	Office	(734)484-0088
	Fax	(734)544-3415				Home	(313)295-1736
	Home	(734)481-9951				Cell	(734)507-9023
	Cell	(734)276-7287					
<b>Dispatch Supervisor</b>					<b>FAA</b>		
Sheri Ryan	Office	(734)544-3400	X7206		Great Lakes Regional Comm Center	24hrs	(847)294-8400
	Fax	(734)544-3421			FSDO-Willow Run	Telephone	(734)487-7222
	Home	(734)325-2462			FSDO-Willow Run	Fax	(734)487-7221
	Cell	(734)417-9004			POI-Barthlemew Angle	Office	(734)487-7272
<b>(Hazmat) Consultant</b>					PMI-Martha Winnard	Office	(734)487-7370
Tim Shaw	Pager	(800)608-6486			PAI- Douglas Peterson	Office	(734)487-7262
	Home	(734)439-2475					
	Cell	(734)904-2934					
<b>Program Director (Medflight)</b>					<b>National Transportation Safety Board (NTSB)</b>		
Lori Shaneck	Office	(734)544-3400			Mid Atlantic Regional Office		(202)314-6320
	Cell	(419)367-2360			Regional Office		(973)334-6420
	Home	419-691-2921					
<b>Insurance Adjuster</b>					<b>DoD – Air Mobility Command Mission</b>		
Larry Galizi		(815) 356-8811			TACC EAC Scott AFB		(618)229-0360
							(618)229-1705
<b>Chief Pilot</b>					<b>FBI</b>		
Robert Newell	Office	(734)544-3400	X7245		Ann Arbor Office	Working Hours	(734)995-1310
	Cell	(734)649-3870					
					<b>CHEMTREC</b>		
					Chemical Emergencies		(800)424-9300
					<b>National Response Center (NRC) 24-hour emergencies</b>		
					<b>301-816-5100</b>		
					<i>Notify in case of spill or release, fraud,</i>		(800)233-3497
					<i>Abuse</i>		
					<i>Notify in case of biological hazard</i>		(404)633-5313
					<b>Nuclear Regulatory Commission</b>		
					<i>Notify in case of radioactive hazard</i>		(800)424-8802
					<b>U.S. Department of State</b>		
					<i>Assistance with international incidents</i>		(202)647-4000

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

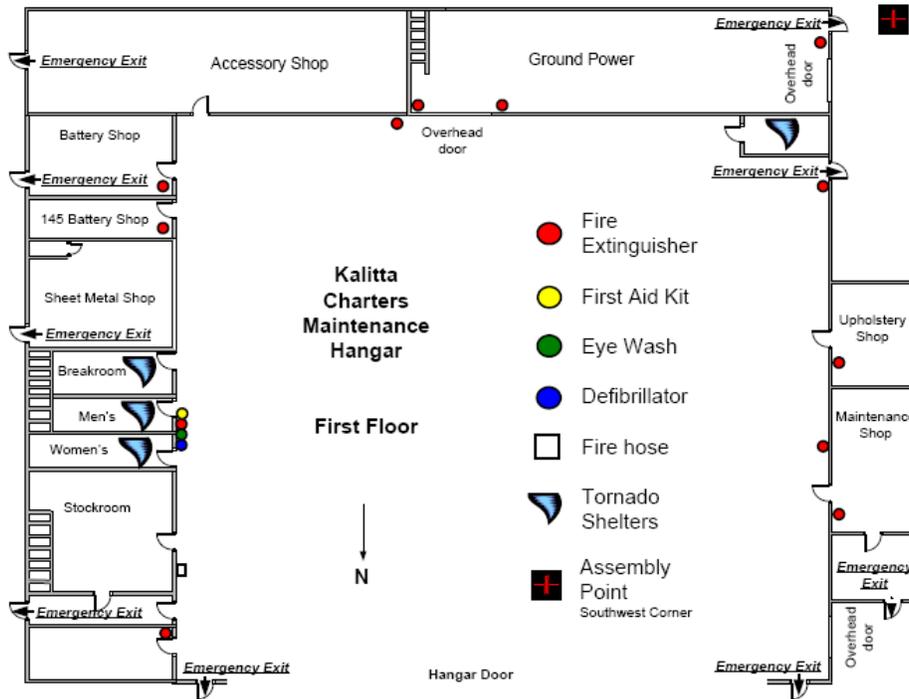
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## EVACUATION ROUTES

- Evacuation route maps have been posted in each work area. The following information is marked on evacuation maps:
  - Emergency exits
  - Primary and secondary evacuation routes
  - Locations of fire extinguishers
  - Fire alarm alert stations' location
    - Assembly points
- All personnel should know at least two evacuation routes.

### First Floor

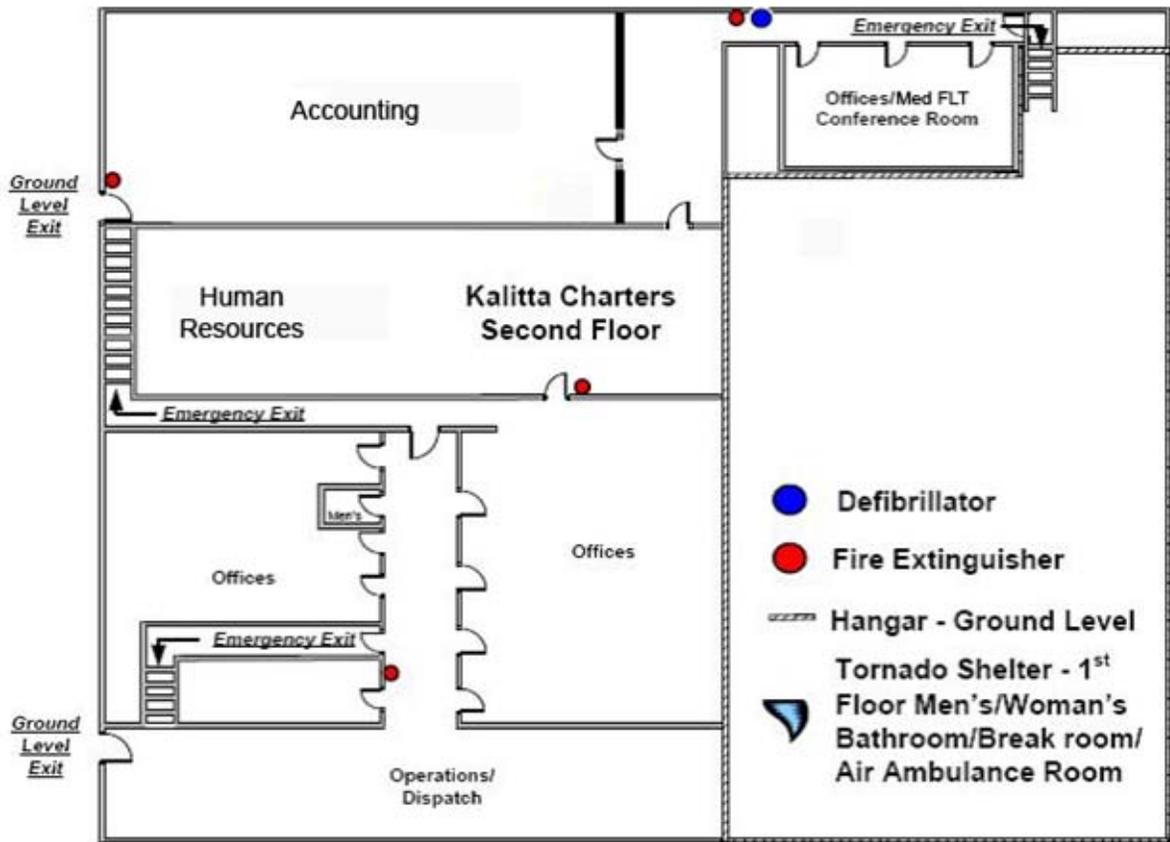


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All personnel should know at least two evacuation routes. (Continued)

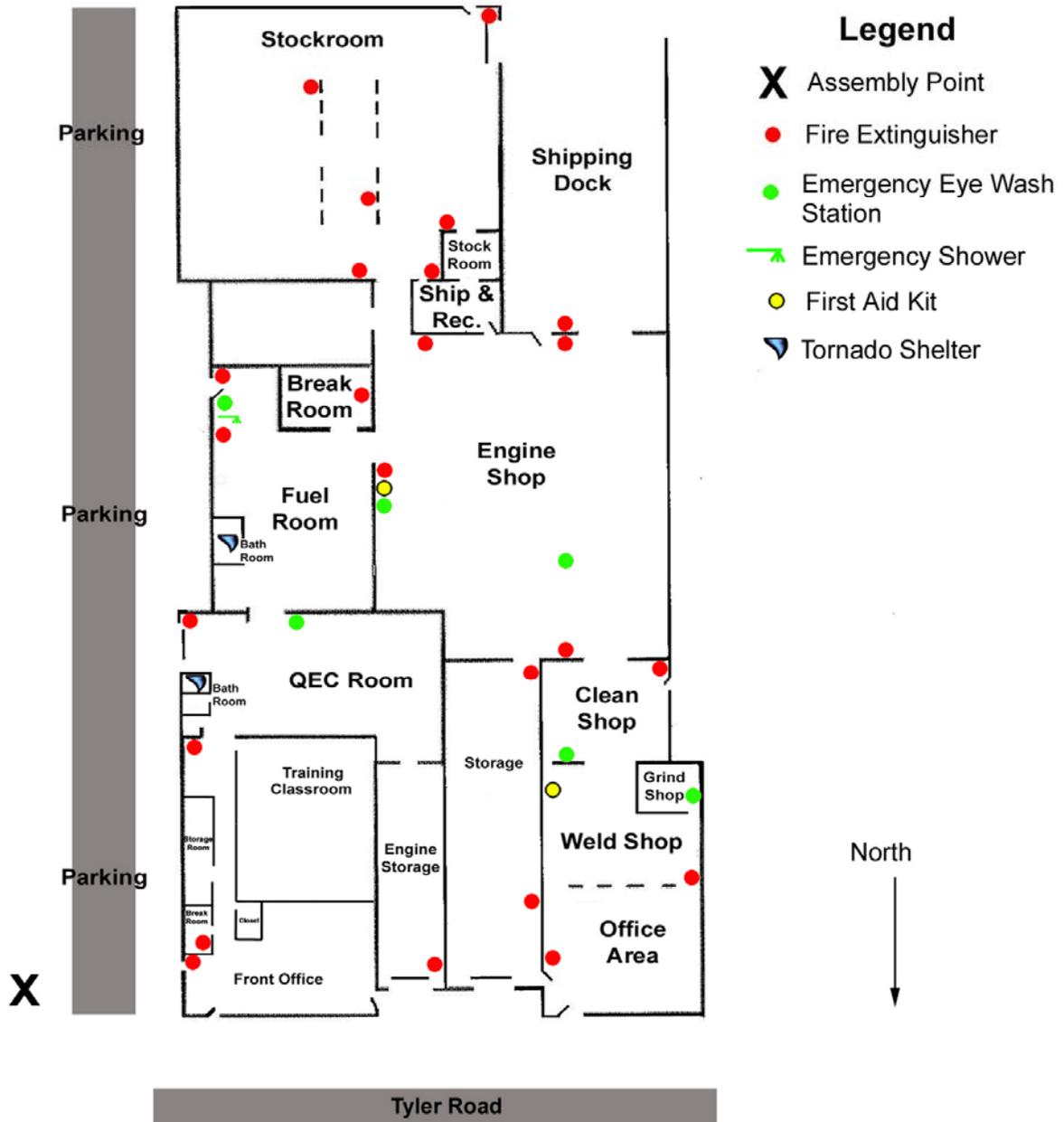
## Second Floor



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**KALITTA TURBINES**  
**FAA APPROVED REPAIR STATION CKSR0498**  
2850 Tyler Road  
Ypsilanti, MI 48198  
(Total Sq. Ft. 31,829)



## EMERGENCY REPORTING AND EVACUATION PROCEDURES

Types of emergencies to be reported immediately by Kalitta Charters personnel are:

- EMERGENCY OPERATIONS CENTER (EOC)
- MEDICAL
- FIRE
- SEVERE WEATHER
- BOMB THREAT
- CHEMICAL SPILL
- EXTENDED POWER LOSS
- VIOLENT/CRIMINAL BEHAVIOR
- BARRICADED SUSPECT
- STALKER/CRIMINAL/ ASSAULT/RAPE

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## ACTIVATING THE EMERGENCY OPERATIONS CENTER (EOC)

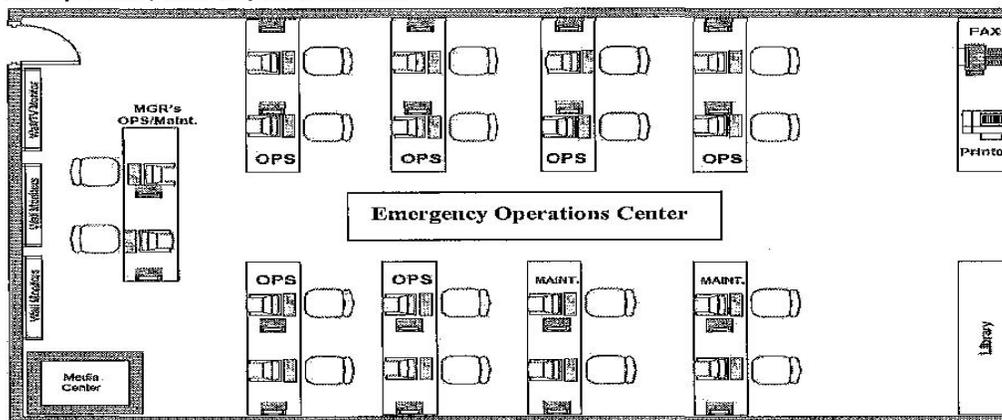
**Location: Kalitta Air Simulator, Classroom 1**

In the event the Communications Center must be evacuated, the shift supervisor will implement the Emergency Operations Center (EOC) plan. The shift supervisor will ensure that all on duty communications personnel evacuate the premises and report to the EOC. The shift supervisor will also ensure that phone calls are transferred to the EOC by selecting: call FWD, enter extension 7355, and select call FWD once again. This will allow for a continuous line of communication. Once the team is established in the EOC, the Director of Sales and Marketing Operations must be contacted at cell phone number 734-417-9004. The Director of Sales and Marketing Operations will initiate contacts per the Emergency Notification Chart.

It is the responsibility of the Director of Operations, in conjunction with the Director of Safety and Director of Sales and Marketing Operations, to assign and brief all required EOC personnel as soon as possible. When the EOC is active, the Director of Safety, a Communications Representative (typically the Shift Supervisor, and a Public Relations Representative will be available to each other at all times. In addition, the Director of Safety will ensure all personnel assigned to the EOC have a current copy of this manual and are following the procedures contained herein. The Director of Operations will ensure all personnel assigned to the EOC have the support and resources necessary to carry out their duties effectively.

If an off-site emergency exists and it is determined by the Director of Operations that the EOC should be partially or fully activated, the Director of Operations will notify the Director of Maintenance, Director of Safety, Director of Sales and Marketing Operations, and Director of Quality Control that he has activated the EOC. The EOC may be physically located in the

A class room on the second floor is designated and includes existing telephones, computers, tables, and desks.



Communications Center or in the Kalitta Air Simulator building (shown above), as determined by the Director of Operations.

If an event is of such magnitude that the Kalitta Air Simulator building is not able to be utilized, the communications center will be transferred to the Kalitta Turbine facility (Tyler road). The turbine facility will be staffed by communications personnel at all times which will allow for a continuous line of communication within the organization.

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## MEDICAL EMERGENCY

Call medical emergency phone number (check applicable):  
YIP Emergency services – 734.483.6700

- Rescue
- Ambulance
- Fire Department
- Other

Provide the following information:

- a. Nature of medical emergency,
- b. Location of the emergency (i.e hanger, first floor, second floor), and;
- c. Your name and phone number from which you are calling.
  - Do not move victim unless absolutely necessary.
  - Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

<b>Name:</b> Lori Shaneck	Ext. 7207	Cell (419) 367-2360
Melissa Mozingo	Ext. 7238	Cell (734) 755-9885

If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:

- Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
- Clear the air passages using the Heimlich Maneuver in case of choking.
- In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) located in the Maintenance office and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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## FIRE EMERGENCY

*When fire is discovered:*

- Activate the nearest Air horn.
- Notify the local Airport Emergency by calling - **734.483.6700**
- If the fire alarm or Air horn is not available, notify the site personnel about the fire emergency by the following means:

- |  |  |
|--|--|
| <input type="checkbox"/> Voice Communication | <input type="checkbox"/> Radio           |
| <input type="checkbox"/> Phone Paging        | <input type="checkbox"/> Other (specify) |

*Fight the fire ONLY if:*

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

*Upon being notified about the fire emergency, occupants must:*

- Leave the building using the designated escape routes. (See Emergency Egress maps)
- Assemble in the designated area: (outside S.W. side of building)
- Remain outside until the Fire department authority announces that it is safe to reenter.

*Emergency Coordinators:*

- Coordinate an orderly evacuation of personnel.
- Perform an accurate head count of personnel reported to the designated area.
- Provide Emergency Rescue services with number of missing personnel and their last known whereabouts (i.e. stockroom).
- Provide the Fire Department personnel with the necessary information about the facility.

*Emergency coordinators must:*

- Ensure that all employees have evacuated the area/floor.
- Report any problems to the Safety Officials at the assembly area.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## EXTENDED POWER LOSS

In the event of extended power loss to the Kalitta Charters offices and hangar, the facility standby generator will power the flight following center. Emergency lighting will illuminate all passage ways and exits. Certain precautionary measures should be taken depending on the season and the environmental conditions:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long term power loss.
  - Fire sprinkler system
  - Standpipes
  - Potable water lines
  - Toilets
- Add propylene-glycol to drains to prevent traps from freezing
- Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

### **Upon Restoration of heat and power:**

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

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## CHEMICAL SPILL

The following are the locations of:

Spill Containment and Equipment: Located in Ground Power

Personal Protective Equipment (PPE):

MSDS: Located in the maintenance office

*When a Large Chemical Spill has occurred:*

- Immediately notify the Safety Department (734)502-6842 or Ext 7016.
- Do not attempt to clean the spill unless trained to do so.
- Secure the area and alert other site personnel.
- Attend to injured personnel and call the medical emergency number, if required.
- Contain the spill with available equipment if possible (spill kit - e.g., pads, booms, absorbent powder, etc.).
- Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical (e.g., mercury) spill cleanup.

Clean-up: Young's Environmental

Phone Number: 800-496-8647

- Evacuate building as necessary

*When a Small Chemical Spill has occurred:*

- Notify the Safety Department.
- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Small spills must be handled in a safe manner, while wearing the proper PPE.
- Review spill cleanup procedures in Kalitta Charters Spill Prevention Control and Countermeasures Plan and related MSDS found in the maintenance office.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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## TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

YOUR NAME: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

CALLER'S IDENTITY SEX: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ APPROXIMATE AGE: \_\_\_\_\_

ORIGIN OF CALL: Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Telephone Booth \_\_\_\_\_

VOICE CHARACTERISTICS	SPEECH	LANGUAGE
<input type="checkbox"/> Loud	<input type="checkbox"/> Fast	<input type="checkbox"/> Excellent
<input type="checkbox"/> High Pitch	<input type="checkbox"/> Distinct	<input type="checkbox"/> Fair
<input type="checkbox"/> Raspy	<input type="checkbox"/> Stutter	<input type="checkbox"/> Foul
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Slurred	<input type="checkbox"/> Good
<input type="checkbox"/> Soft	<input type="checkbox"/> Slow	<input type="checkbox"/> Poor
<input type="checkbox"/> Deep	<input type="checkbox"/> Distorted	<input type="checkbox"/> Other
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Nasal	
<input type="checkbox"/> Other	<input type="checkbox"/> Other	
ACCENT	MANNER	BACKGROUND NOISES
<input type="checkbox"/> Local	<input type="checkbox"/> Calm	<input type="checkbox"/> Factory
<input type="checkbox"/> Foreign	<input type="checkbox"/> Rational	<input type="checkbox"/> Machines
<input type="checkbox"/> Race	<input type="checkbox"/> Coherent	<input type="checkbox"/> Music
<input type="checkbox"/> Not Local	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Office
<input type="checkbox"/> Region	<input type="checkbox"/> Righteous	<input type="checkbox"/> Machines
	<input type="checkbox"/> Angry	<input type="checkbox"/> Street
	<input type="checkbox"/> Irrational	<input type="checkbox"/> Traffic
	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Trains
	<input type="checkbox"/> Emotional	<input type="checkbox"/> Animals
	<input type="checkbox"/> Laughing	<input type="checkbox"/> Quiet
		<input type="checkbox"/> Voices
		<input type="checkbox"/> Airplanes
		<input type="checkbox"/> Party
		<input type="checkbox"/> Atmosphere

## BOMB FACTS

PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_

What kind of package? \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

If building is occupied, inform caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line. Choose same line and dial \*69 (if your phone system has this capability). Listen for the confirmation announcement and hang up.

Call FBI at (734)995-1310 and Director of Safety/Security (734) 502-6842 to relay information about call.

Did the caller appear familiar with plant or building (by his/her description of the bomb location)? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist. Notify your supervisor immediately.

## SEVERE WEATHER AND NATURAL DISASTERS

### ***Tornado: Local township/city tornado sirens will sound***

- When a warning is issued by sirens or other means for example contact made by the Willow Run control tower, seek inside shelter, away from windows. (see Emergency Egress Maps).  
If unable consider the following:
  - Small interior rooms on the lowest floor and without windows,
  - Hallways on the lowest floor away from doors and windows, and
  - Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.
  - Small interior rooms on the lowest floor and without windows,
  - Hallways on the lowest floor away from doors and windows, and
  - Rooms constructed with reinforced concrete, brick, or block with no windows.

### ***Blizzard:***

#### *If indoors:*

- Stay calm and await instructions from the Emergency Coordinator or the Safety Department Official.
- Stay indoors!
- If there is no heat:
  - Close off unneeded rooms or areas.
  - Stuff towels or rags in cracks under doors.
  - Cover windows at night.
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, light-weight, warm clothing, if available.

#### *If stranded in a car or truck:*

- Stay in the vehicle!
- Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers.
  - Turn on the dome light at night when running the engine.
  - Tie a colored cloth to your antenna or door.
  - Raise the hood after the snow stops falling.
- Exercise to keep blood circulating and to keep warm.

## VIOLENT/CRIMINAL BEHAVIOR

Violent/criminal behavior, such as sniper, shooting, stalking, criminal assault, and rape are beyond the capabilities Kalitta Charters staff.

### I. Guidelines in the Event of an Active Shooter

If Possible:

EXIT the building or area immediately

NOTIFY others you may encounter of the danger

CALL for help by dialing (734) 483-6700 from land line or 911 from cell phone

INFORM the emergency services dispatcher of the following:

- Tell them there is an "Emergency"
- The location of the incident
- What is happening
- How many people are involved (shooters and victims) Your name, location, and phone number

The dispatcher may ask you to remain on the line until officers are on the scene

If you cannot safely exit the building:

GET to a room or office as far away from the incident as possible and lock the door COVER any door windows or windows facing the hallway

KEEP QUIET and DO NOT answer the door

Call 9+911 and let the emergency services dispatcher know what is happening:

- Tell them there is an "Emergency"
- The location of the incident
- What is happening
- How many people are involved (shooters and victims)
- Your name, location, and phone number

STAY PUT until police can get to you, unless level of danger is increasing LOOK for means of escape (e.g., via a ground floor window) or self defense STAY OFF the phone so the dispatcher can contact you with information

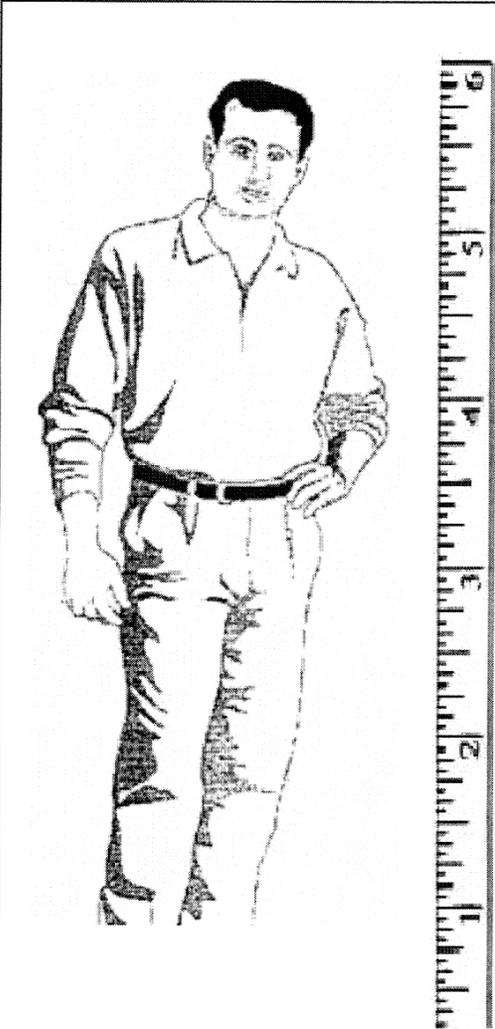
Please be aware that if you are safely locked in an office, closet or classroom, police officers may take quite some time to get to you. This is because they will be trying to stop the threat. The fact that you do not hear or see officers right away may mean you are away from the immediate danger. Once rescued, follow the instructions of the police officer as they guide you to safety.

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## VIOLENT/CRIMINAL BEHAVIOR

(Continued)

<b>Gender</b> (male, female)			
<b>Hat</b> (color, condition, style)			
<b>Hair</b> (color, thick, thin, straight, curly, hair part, style of combing)			
<b>Eyes</b> (color, small or large, close or far apart)			
<b>Ears</b> (small or large, close to head or extended)			
<b>Nose</b> (small, large, broad, narrow, long, short)			
<b>Chin</b> (square, broad, long, narrow)			
<b>Race and Complexion</b> (Caucasian, black, Hispanic, light, dark, ruddy, pale, etc.)			
<b>Shirt</b> (color, logos, sleeve length, etc.)			
<b>Tie or Scarf</b> (color, fabric)			
<b>Coat or Jacket</b> (color, type, logo, hood)			
<b>Gloves</b> (color, fabric, full finger or short)			
<b>Pants /Trousers / Skirt / Dress</b> (color, type or style, length)			
<b>Socks</b> (color, fabric)			<b>Height</b>
<b>Shoes</b> (sports, boots, colors, other styles)	<b>Right or left handed?</b> (How did you determine?)		
<b>Physical Characteristics</b> (slight or heavy build, scars, marks, manner of walking or gait, tattoos, mustache, nervous, calm, etc.)			
<b>Weapons and Equipment</b> (semi-automatic, revolver, rifle or shotgun, knife)			
<b>Remarks</b> (comments, accent, names used, movements)			

## **GUIDELINES IN THE EVENT OF A BARRICADED SUSPECT**

- A. Immediately contact the Police YIP - (734) 483-6700 and Safety/Security at (734) 502-6842.
- Give suspect's location
    - If any hostages, how many?
    - If any injuries.
    - Description of suspect
    - Type of weapon

B. If there are any injured individuals, keep them calm and obtain the proper first aid assistance.

C. Notify other employees of danger and to stay out of area.

D. Do not reenter an evacuated building until the "all-clear" is given by Police.

## **Guidelines in the event of a Stalker/Criminal Assault/Rape**

- A. Immediately contact the Police YIP - (734)483.6700 and Safety/Security at (734) 502-6842.
- B. If there are any injured individuals, keep them calm and obtain the proper first aid assistance.
- C. Get an accurate description of the assailant (use the following worksheet):
- Approximate Height
  - Approximate Weight
  - Hair Color
  - Facial Features
  - Clothes Description
  - Identify marks or accessories: tattoos. scars, glasses, etc.
- D. All incidents and/or injury must be documented. All information must be forwarded to the Safety/Security Department.

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## TRAINING

The following personnel have been trained to ensure a safe and orderly emergency evacuation of other employees:

Facility: Kalitta Charters Hangar and Corporate Headquarters

Name	Title	Responsibility
Lori Shaneck	Med Flight Program Director	2 <sup>nd</sup> floor flight operations
Sandy Davis	135 Operations	2 <sup>nd</sup> floor flight operations
Vanessa Burgner	Human Resources	2 <sup>nd</sup> floor administrative
Jim Keffer	Maintenance Supervisor	Hangar floor
Marcel Cote	Director of Maintenance	Hangar floor-Support shops
	Dispatch Supervisors	2 <sup>nd</sup> /3 <sup>rd</sup> Shifts

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