

SILICON VALLEY'S AIRPORT



Training Standards Program

Evacuation Plan: Safety and Emergency Procedures

Safety and Security: Identified Emergencies



Safety and Security are critical in ensuring safe and efficient travel for our passengers and in our day to day activities and operations. Should you ever witness an emergency that impacts the safety and security of the Airport, notify the proper authorities immediately. Your life and those of our passengers depends upon it!

If necessary, the Airport will be evacuated for any of the following causes:

- Security Breach
- Fire
- Earthquake
- Flooding
- Gas leak
- Structure Failure (caused by vehicles, aircraft, roof failure, etc.)
- Bomb Threat
- Suspected IED (Improvised Explosive Device)
- Active Shooter/Hostage Situation
- Chemical/Biological Exposure
- WMD (Weapons of Mass Destruction)

Management of Evacuation Situations



Unified Command Team manages evacuations and is comprised of:

- Airport Operations
 - San Jose Police Airport Division
 - San Jose Fire Department
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- Under normal circumstances, Airport Operations/MOD will respond to an incident in a routine manner.
 - If the incident cannot be handled in a routine manner, the Unified Command Team will determine the level of evacuation.
 - The order to evacuate will **ONLY** come from the Unified Command Team and possible directive from TSA based on conditions, actions and needs.
 - Only the Unified Command Team can authorize the termination of an evacuation and authorize people back into an evacuated area.
 - This determination will be made by the Unified Command Team and will be conveyed over the Public Address (PA) system.

Evacuation Procedures: Stop, Listen & Move!



When notified via the public address (PA) system or other means:

- ***STOP ALL ACTIVITY AND LISTEN!***
- Per your company policy, begin internal evacuation procedures.
- As you exit, inform people to immediately evacuate.

Levels of Evacuations identify the seriousness and evacuation route

- **Level 1** evacuation is not time critical. Evacuation will be conducted using normal public exits or other designated exits.
- **Level 2** evacuation is to immediately evacuate the terminals due to life threatening emergencies. Evacuation will be conducted using all emergency exits.

Examples of announcements made over PA system:

Level 1 Evacuation:

“Due to a potential (*type of emergency*), it is necessary for all passengers to exit the boarding areas. Please walk safely towards the checkpoints and exit for rescreening.”

Level 2 Evacuation:

“Due to an emergency situation, please go to the nearest emergency exit and safely exit the building immediately. Follow instructions of an Airport employee.”

Evacuation Procedures



- Instructions provided over the public address (PA) system may vary depending upon the circumstance of the incident(s). It may be necessary to evacuate or to relocate to another area of the Airport.
- Evacuation of only specific terminal levels or concourses may take place during emergency situations depending on the risk.
- When the area of the emergency is not known or when a specific threat dictates, the entire terminal may be evacuated at the direction of the Unified Command Team.
- Re-admittance to the terminal building will not be allowed until an “ALL CLEAR” announcement has been made at the direction of the Unified Command Team.



Evacuation Procedures



In an evacuation, all personnel (including airlines, contract services, passenger assistance, available airport staff, and potentially TSA) are responsible for initial emergency support for those needing assistance to the Designated Area of Rescue Assistance (DARA) until the San Jose Fire Department arrives on scene.

Locations of Designated Area of Rescue Assistance (DARA)

Across from Gate:	Stairwell
Gate 20	BS-3A
Gates 23-24	BS-6A
Gates 24-25	BS-6E

These locations have a call box plus an evacuation chair.

Everyone Has a Role in an Evacuation!



Everyone Has a Role in an Evacuation:

- Transportation Security Administration (TSA)
- Airport Businesses and their employees
 - *Airlines*
 - *Food and Retail Concessions*
 - *Ground Support Services*
 - *Vendors/Contracted Services*
 - *Anyone working at the Airport*

What to do in the event of an evacuation?

- When the order to evacuate is issued and when possible, Airport Business employees will assist the public by escorting them to the nearest available exit.
- Airport Business employees should set a calming example by walking in an orderly manner and calmly giving verbal instructions.
- Evacuating personnel must proceed to the closest Evacuation Assembly Area and stay there until directed by emergency response personnel to relocate.
- Unified Command Team will select the appropriate Evacuation Assembly Areas based on wind direction and/or threat assessments and may instruct people to move from one Evacuation Assembly Area to another.
- No one should leave the Evacuation Assembly Area unless instructed to do so by emergency response personnel.

Evacuation Procedures



Evacuation Assembly Areas for the following Terminals:

Terminal A+

- Assembly Area 1

Terminal A – North of Skybridge

- Assembly Area 2

Terminal A – South of Skybridge

- Assembly Area 3

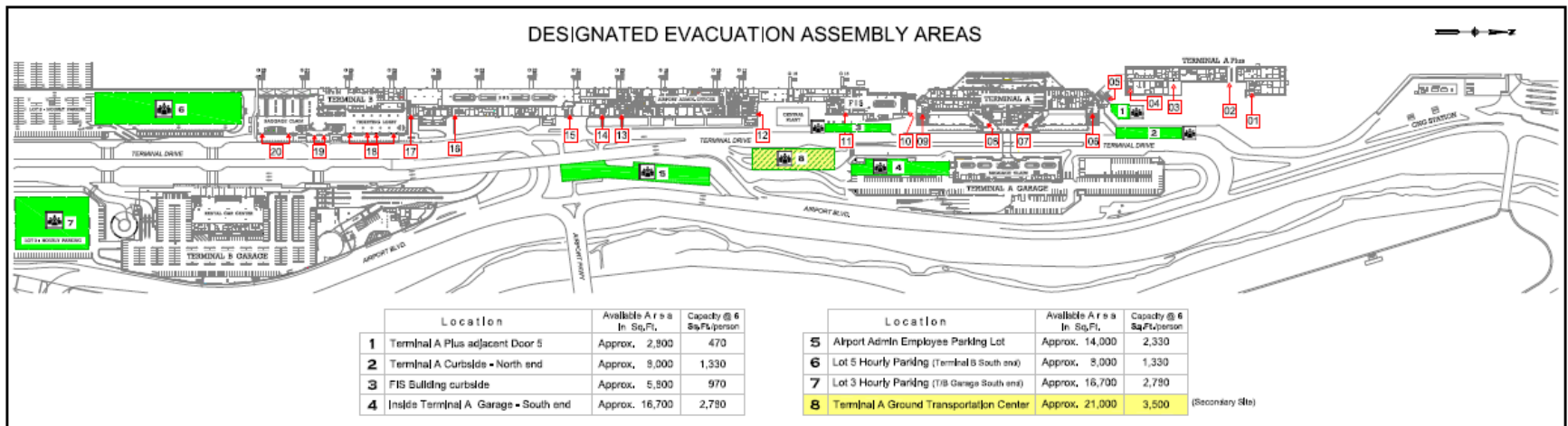
International Terminal (FIS)

- Assembly Area 3

Terminal B

- Assembly Area 6

Map of Airport Assembly Areas



Do Not Use Elevators – Use Stairs



- During an evacuation, occupants should always use the stairs, unless directed otherwise by the Unified Command Team.
- ***IF*** the elevators can be used during an evacuation, this will be conveyed over the PA system or by emergency personnel.
- Fire Department will have control over the elevator operations.

***Typically elevators will not be available
for use in an emergency evacuation.***



Evacuation Procedures: FIRE



- Exit doors must remain closed except when exiting. Do not prop doors open.
- If the stair door is **hot** or if the stairwell is filled with smoke, seek an alternate stairwell.
- A **hot** door usually means there is the possibility of a fire on the other side of the door.
- Most people perish in fires from smoke inhalation and not the fire itself.



Persons Needing Assistance



- Persons that cannot self evacuate from the terminals must be directed to the Designated Area of Rescue Assistance (DARA) located at specific exit stairwells within the terminals and wait for emergency personnel for assistance.
- Tenant employees must utilize a two-way call box located inside the DARA to reach 911 and alert emergency personnel of persons requiring assistance to evacuate.
- Emergency Evacuation Chairs will also be available to Tenants in assisting with the evacuation process.
- **Examples of persons requiring special assistance:**
 - Persons utilizing wheelchairs or crutches
 - Expectant mothers
 - General disabilities that require assistance down stairs
 - Blind and visually impaired
- All DARA locations will be identified and provided to each Tenant in the Terminal Emergency Information Package.
- If possible, a record identifying persons needing special assistance should be kept as a part of the Tenants specific plan.

Evacuation Procedures



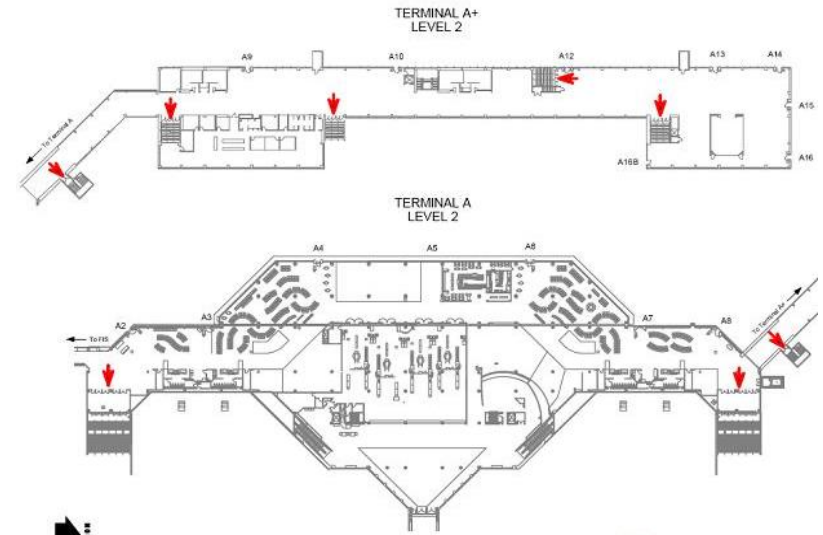
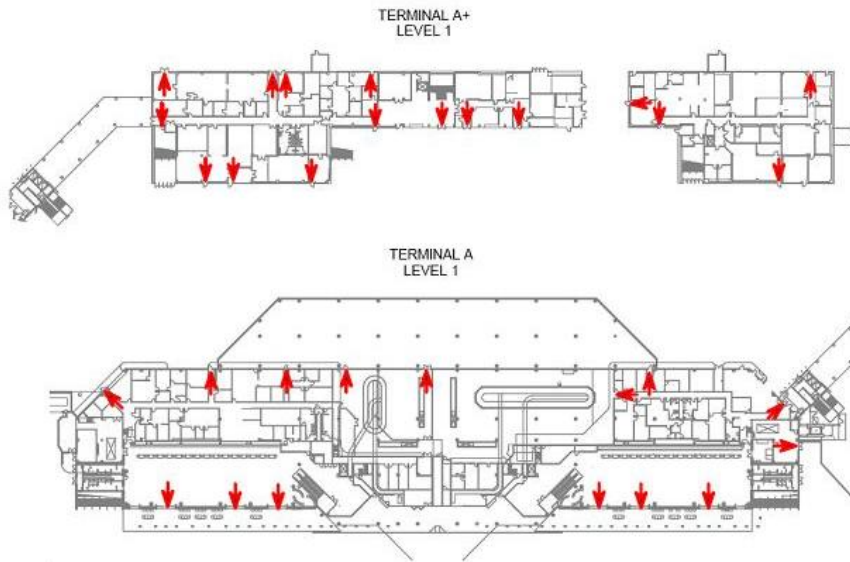
Evacuation Routes

- Drawings identifying evacuation routes are provided to each Tenant in the Terminal Emergency Information Package.
- It is important to familiarize yourself with the available exits from each area.
- More importantly, during an evacuation everyone should pay attention to **exit** signage.

Designated Area of Rescue Assistance (DARA)


- All Tenant employees should be aware of the specific evacuation routes, location of Designated Area of Rescue Assistance (DARA), Evacuation Chairs and Evacuation Assembly Areas for their work locations.
- Recurrent training of this evacuation plan, routes, DARA, evacuation chairs and assembly areas should be conducted at least once a year.

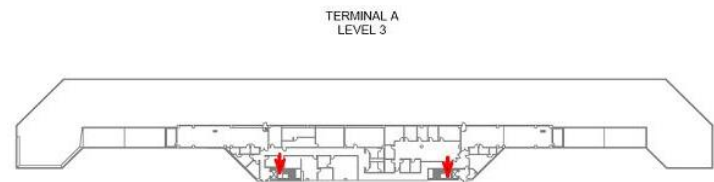
Emergency Exits Terminal A



Terminal A:

Emergency Exits in numerous locations. Be familiar with your area.

Emergency Exit locations: 



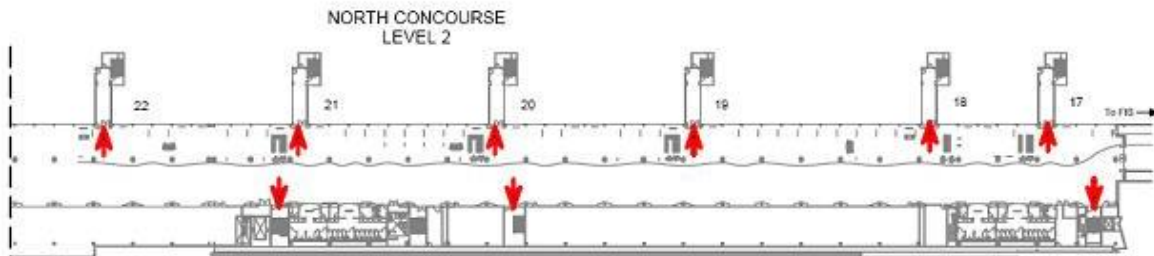
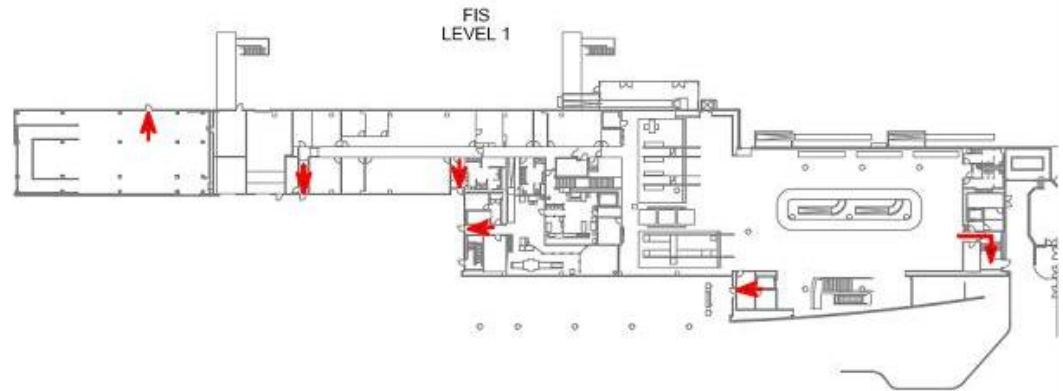
Emergency Exits Terminal B / FIS



Terminal B and FIS:

Emergency Exits in numerous locations. Be familiar with your area.

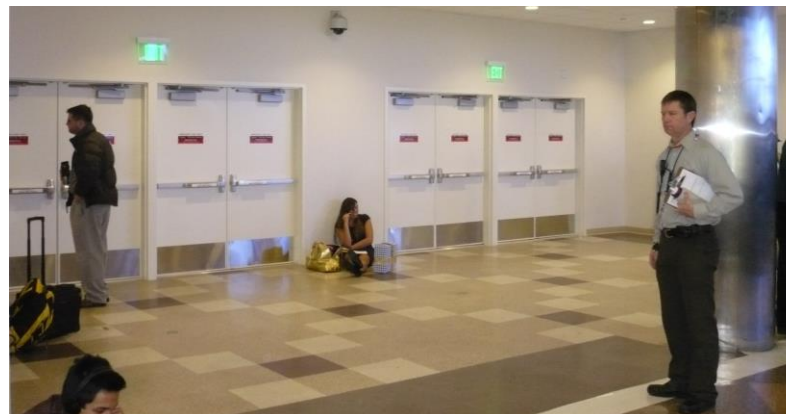
Emergency Exit locations: →



Evacuation Procedures



- Each Business at the Airport must appoint a designated person/position to be responsible for overseeing initial and recurring training of this evacuation plan, routes, DARA, evacuation chairs and assembly areas to all tenant personnel, including new employees.
- Airport Businesses must continue to follow their own internally established safety procedures.
- All Airport Business employees must ensure that evacuation routes are kept clear of any possible obstructions at all time.
- Blockage or obstruction to evacuation routes should be removed or reported to Airport Communications Center (ACC) (408) 277-5100 immediately when noticed.



Reminder: Your Responsibilities



- Know the Airport Evacuation Procedures and Routes, locations of DARA, Evacuation Chairs and Evacuation Assembly Areas.
- Follow all PA system announcements for evacuation.
- Call 911 using two-way communication boxes to notify emergency personnel when leaving persons needing assistance at the Designated Area of Rescue Assistance (DARA).
- Attend all training sessions regarding Airport Evacuation Procedures.