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A Dealer Guide to ...

## **CREATING A DEALERSHIP EMERGENCY RESPONSE PLAN**

- I. Introduction
  - II. Facility Contacts and General Emergency Information
  - III. Facility Risk Identification Assessment
  - IV. Emergency Response Procedures
  - V. Notification Requirements
  - VI. Incident Documentation and Plan Revision
- Appendices



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# A Dealer Guide to Creating a Dealership Emergency Response Plan

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# A Dealer Guide Creating a Dealership Emergency Response Plan

## I. INTRODUCTION

This Management Guide was developed to assist automobile and truck dealerships with preventing and managing potential emergency situations. Emergencies can have a significant impact on business operations, on people, and/or on the environment. For example, if a dealership closes down for an extended period due to an emergency, it may lose the financial ability to stay in business. A well developed and implemented Response Plan will help limit potential negative impacts on people, property and business operations.

**Note: The following model Plan was designed to be completed and customized to fit the needs of individual dealerships and dealership facilities. When completing and customizing this Plan, go through it carefully in consultation with appropriate in-house and external personnel, as necessary. Review any past emergency situations faced by the dealership. Be sure to carefully consider the need to protect records and documents along with other property, and the health and safety of people. Gather and incorporate any emergency plans already in place, and do not hesitate to delete unnecessary sections or to add sections that are applicable to unique situations at each dealership. Keep the plan up-to-date.**

The best way to deal with emergency situations is to prevent them. Throughout this Plan, references are made to resources dealerships can use to develop management practices designed to limit the likelihood of an emergency incident. By incorporating preventive policies and practices into their operations, dealerships can limit their risks and liabilities (of course, some emergencies, such as those that are weather-related, have only a limited potential for being prevented).

While primary responsibility for Plan implementation rests with dealership management, due diligence is required of all employees. Typically it is a non-management employee who first comes into contact with an emergency situation. Thus, all employees must be aware of their surroundings and actions, and those of their co-workers. Hazardous conditions, spills, and other workplace incidents should be reported to the proper authorities. Employees should be actively encouraged to know their emergency responsibilities since the success of this Plan rests on their appropriate assistance, understanding, and participation.

A written Plan is essential, but just keeping it on file is insufficient. General and new employee training must be conducted, run-through drills should be performed twice yearly, and the Plan should be reviewed annually and updated as necessary. Moreover, emergency response planning should be incorporated into the dealership's daily operations management.

**II. FACILITY CONTACTS  
AND GENERAL  
EMERGENCY  
INFORMATION**

**A. Facility Contacts**

**Instructions:**

Fill in the dealership and owner information sections and appoint one primary and two alternate Emergency Response Coordinators (ERCs). ERC duties and responsibilities are discussed in Chapter II-B and elsewhere throughout the Plan. Work with designated ERCs to complete and customize the Plan to suit individual dealership needs. Provide them with copies of this model before working through it.

Dealership Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/County: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ SIC/NAICS Codes: \_\_\_\_\_ \*

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Name of Owner: \_\_\_\_\_

Home Address: \_\_\_\_\_

City/County: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

**Emergency Response Coordinator (ERC):**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Department: \_\_\_\_\_

Home Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Cell: \_\_\_\_\_

**Alternate ERC I:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Department: \_\_\_\_\_

Home Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Cell: \_\_\_\_\_

**Alternate ERC II:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Department: \_\_\_\_\_

Home Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Cell: \_\_\_\_\_

\* 5511/44111 Car Dealer; 5012/42111 Truck Dealer

## **B. Key Employee Responsibilities and Training**

### **1. Emergency Response Coordinator (ERC)**

The ERC is responsible for the upkeep and general readiness of the Plan, acts as the principal point of contact during emergencies, evaluates situations to determine the degree of the response, directs all emergency response activities, disseminates information, and acts as liaison between the dealership and emergency responders. If the ERC (available 24 hours a day to respond to emergency situations) cannot be contacted, one of the two alternate ERCs listed in Chapter II-A should be.

Specific ERC responsibilities include:

- Implementing, updating, and maintaining this Plan.
- Acting as the main point of contact during facility emergencies.
- Conducting evacuation drills and fire-alarm testing.
- Performing facility inspections.
- Training employees periodically about emergencies.
- Maintaining training and incident records.
- Posting emergency procedures near phones and on employee bulletin boards.
- Monitoring safety equipment use.
- Ensuring compliance with Federal, state, and local regulations.
- Providing and maintaining necessary emergency control and protective equipment.
- Making sure in-house first-aid responders are certified.

It is the ERC's duty to arrange for visits to dealership facilities by local authorities such as police and fire departments and emergency response teams. The purpose of these visits is to familiarize them with the facility layout, evacuation lanes, emergency vehicle lanes, exits, and location of hazardous materials and chemicals. Copies of the dealership Plan should be available to outside entities that may play a role in providing emergency services, such as the local fire and police departments.

### **2. Safety Monitors**

Unless otherwise delegated, the manager of each department is that department's Safety Monitor. Responsibilities include notifying the ERC and department employees of emergency situations, facilitating orderly evacuations, and once an evacuation is completed, accounting for all department employees. Specifically, Safety Monitors:

- Are trained for fires, severe weather, earthquakes, bomb threats, medical, and general emergencies.
- Inform department personnel of emergency evacuation procedures, lead employees and others during evacuations, and double-check work spaces and restrooms.
- Are familiar with facility layout and safety systems, emergency response and clean-up equipment use and location, and first-aid kits.
- Recruit "buddies" for persons who may need evacuation assistance.
- Assemble department personnel at the evacuation sites shown in Appendix A and take attendance to account for all employees.

### **3. All Employees**

In emergency situations, all employees not involved in carrying out an emergency assessment, action, or operation will:

- Pay attention to their surroundings, co-workers, and others.
- Be aware of department exits and emergency equipment locations.
- Respond to emergency situations as if they were life-threatening.

- If assigned as a “buddy” for a co-worker requiring assistance during an emergency, be prepared to assume that role.
- Follow emergency instructions of ERCs and Safety Monitors.
- During an evacuation, report to designated assembly areas and notify Safety Monitors if aware of any missing employees.
- Most of all, use common sense during emergency situations.

#### **4. Employee Emergency Responder Training**

Employees who perform emergency response or waste management duties must be trained and, if necessary, certified. A list of first-aid and CPR certified employees needs to be documented in Appendix B, with their names, certification dates, and areas of certification. Training and certification is checked annually, with retraining as necessary.

#### **5. General Employee Training**

All employees will be instructed not less than annually about their roles and duties during emergencies. The general content of this Plan will be reviewed. Emphasis will be placed on changes to the Plan, on new conditions or equipment in the dealership, and on staged drills. Other topics to be covered include:

- Emergency communications
- Designated emergency response responsibilities
- Employee medical disability assistance
- Emergency equipment
- Specific emergency risks, hazards, and response procedures
- The role of outside emergency responders
- Evacuation procedures
- Departmental shutdown procedures
- Safe work methods, OSHA standards, and good housekeeping policies
- Notification requirements

General emergency response training records are found in Appendix B. These records document general employee training sessions, drills, and information exchanges (both internal and external) by time, length, and content. In addition, each employee personnel record contains signed acknowledgments of each training session.

### **C. Emergency Communications**

#### **1. Internal Emergency Communications**

**Instructions:**

List and describe the type of alarm system(s) and any other internal communication system to be used by the dealership in the case of an emergency. Be sure to have all alarm and communication systems inspected periodically.

Employees involved in or discovering a fire, a hazardous material spill, or other emergency shall immediately contact a Safety Monitor, who will assess the situation and notify an ERC (except for very minor incidents). The ERC will determine if there is an immediate threat to safety, health, or the environment and, if necessary, will activate the dealership alarm/emergency notification system to inform employees of the emergency. The alarm/

emergency notification system(s) used by this dealership is described as follows:

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The ERC will contact appropriate external responders, notify outside agencies, and file follow-up reports, as necessary. The ERC will oversee any internal emergency response until appropriate outside authorities arrive on the scene. The ERC will cooperate with outside responders and not obstruct their duties.

The ERC will schedule periodic inspections of the dealership alarm and communication system(s), and arrange for any necessary repairs.

## **2. Calling a Dealership ERC**

Be calm, clear, and concise when calling a dealership ERC. Emergency communications procedures should be included in the dealership employee handbook and posted near key phones and on bulletin boards.

- Dial the ERC's phone number
- Say: "This is (name) in (department) . My phone number is (number) . I am reporting a medical/fire/police emergency situation! I have already called (911 or other emergency number)."

## **3. Calling 911**

- Dial 911 and say: "I am reporting a fire/medical/police emergency." You will be asked the following questions:
  - "What is the emergency situation?"
  - "What is your address?"
  - "What is your name?"
  - "What is your telephone number?"
- The emergency operator may need more information. Don't hang up unless immediate evacuation is required or you are ordered to evacuate.

## **4. External Emergency Numbers**

### **Instructions:**

Locate the appropriate telephone numbers to fill in the blanks in the following table. This will allow quick and easy access to important contact information in the event of an emergency, often when time counts the most. Use the blue (government) or white pages of the phone book or call information for hospitals, EMTs, physicians, local authorities, contractors, hotlines, etc. To locate State and Local Emergency Response Commissions and EPA's Regional Offices, go on the Internet to: [www.epa.gov/swercepp/sta-loc.htm](http://www.epa.gov/swercepp/sta-loc.htm)

Fire Department	911
Police Department	911
Medical/Poison	911
National Response Center (NRC)	1-800-424-8802 or 202-267-2675
Local Emergency Response Commission	
State Emergency Response Commission	
Local Hospital	
EMTs	
Company Physician	
Local Air Quality Agency	
Local Water Quality Agency	
Local Sewer Authority	
Major Spill/Release Contractor	
Emergency Weather Hotline	
US EPA Regional Administrator	
US DOT	1-800-424-8802

See Chapter V for additional emergency notification information.

This table was revised on:     /     /     By: \_\_\_\_\_  
  Month Day     Year                                   Print Name

**D. Employee Assistance Information**

In the event of an emergency, it may be necessary to assist people with illnesses and disabilities. The following steps are taken to include useful employee medical information in this Plan.

- Employees initially are asked to identify if they will need assistance during an emergency due to a medical condition or disability after a job offer but before employment begins. Current employees with known disabilities also are asked if they will need assistance during an emergency and all employees are surveyed periodically regarding their assistance needs. The survey's purpose is explained and it is indicated that responses are voluntary.
- Employees indicating that they may need assistance during an emergency are asked to detail the kind of assistance. A follow-up is done if more information is necessary.
- Assistance information is kept in each employee's personnel file. It may be shared with ERCs, Safety Monitors, and other first aid and safety personnel.
- Assistance "buddies" are assigned. See Appendix E for a list of employees requiring assistance and their assigned "buddies."

**E. Emergency Equipment**

The equipment listed below will be properly inspected and maintained by qualified personnel for ready accessibility in the event of an emergency. Records of emergency equipment inspections include the inspector's name and affiliation. The location of all listed emergency equipment is marked on the facility maps in Appendix A.

## 1. Emergency Response and Personnel Protection

### Instructions:

Remember to update the table whenever new equipment is added or equipment is removed from your facility. Legibly list the type and manufacturer of each piece of equipment, its physical location by department, the date of last inspection by an outside vendor, and the inspector's name and title. These include, but are not limited to, portable fire extinguishers, first-aid kits, eye protection, portable pumps, emergency shower/eye wash stations, and respiratory protection.

Type/ Manufacturer	Location	Inspection Date	Inspector/Title

## 2. Fixed Fire Equipment

### Instructions:

Remember to update the table whenever new equipment is added or equipment is removed from your facility. Legibly list the type and manufacturer of any fixed fire equipment, its physical location, the date of last inspection, and the inspector's name and title. These include, but are not limited to, gas alarms, pull boxes, and fixed CO2, halon, water sprinkling, or dry chemical extinguishing systems.

Type/ Manufacturer	Location	Inspection Date	Inspector/Title

### 3. Emergency Response and Spill Cleanup Equipment

**Instructions:**

Remember to update the table whenever new equipment is added or equipment is removed from your facility. Legibly list the type and manufacturer of any equipment, its physical location, and the inspector's name and title. These items include, but are not limited to, spill clean-up kits and sorbents, sewer plugs, oil skimmers, and hand tools.

Type/ Manufacturer	Location	Inspection Date	Inspector/Title

### III. FACILITY RISK IDENTIFICATION/ ASSESSMENT

**Important:**

A complete audit/inventory of hazardous materials is required pursuant to OSHA's Hazard Communication Standard. In addition, the dealership is required to keep a Material Safety Data Sheet (MSDS) on file for each of the hazardous materials present at the facility. For further information, see NADA's Management Guide L.22, *A Dealer Guide to the OSHA Hazard Communication Standard*.

#### A. Facility Hazardous Materials/Wastes

**Instructions:**

Briefly describe the waste streams managed by the dealership. Examples include used oil and used oil filters, paint and thinner wastes, batteries, antifreeze, spent parts cleaner, and rags. For further information on the proper management of these waste streams, see NADA's *A Dealer Guide to the Federal Hazardous Waste Law*, NADA's *A Dealer Guide to Solid Waste Management: The NADA WasteWise Program*, and *The Pollution Prevention Toolkit: Best Environment Practices for Auto Repair*.

The Toolkit is found on NADA's Regulatory Compliance File web page. To access, log on to [www.nada.org](http://www.nada.org), click on Member Services, click on Government Affairs, click on Regulation, log in using your NADA user name and password, and click on the EPA logo under the Regulatory Compliance File section. Guides are available by calling 1-800-252-6232, ext. 2.

A current list of all hazardous materials and chemicals, with their location, and approximate amount is found in Appendix F. In addition, copies of Material Safety Data Sheets are located \_\_\_\_\_ and may be accessed by contacting \_\_\_\_\_.

Our dealership's waste practices are followed with respect to the waste streams listed below \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Aboveground Storage Tanks**

**Instructions:**

This dealership stores petroleum products and used oil. The following table lists the fixed storage capacity of such materials. Fill in the table with the capacity and type of material stored (motor oil, antifreeze, used oil, etc.) in each Aboveground Storage Tank (AST) located at the dealership. If you don't have any ASTs, skip this section.

**1. Aboveground Storage Tanks (ASTs)**

	Capacity	Material Stored and Location
Tank One		
Tank Two		
Tank Three		
Tank Four		
Tank Five		

**a. Security**

**Instructions:**

List the following security precautions taken to protect this dealership's on-site ASTs. Examples include: steel fencing, drain lock valves, illuminated storage areas, and limited tank access.

**b. Spill Countermeasures**

**Instructions:**

List the secondary containment measures that are in place at this dealership to capture AST spills or leaks. Examples include: dikes, retaining walls, gutters, booms, weirs, curbing, and sorbent materials.

## 2. Underground Storage Tanks

**Instructions:**

Fill in the table with the capacity and type of material stored (used oil, gasoline, diesel, heating oil, etc.) in each Underground Storage Tank (UST) located at the dealership. If you don't have any USTs, skip this section. For further information on USTs, see NADA's *A Dealer Guide to Underground Storage Tank Regulation*.

	Capacity	Material Stored and Location
Tank One		
Tank Two		
Tank Three		

### C. Exits and Escape Routes

In the event of an evacuation, escape routes exist for each department. Exits are marked using over-the-door illuminated signs conforming to OSHA standards (letters "EXIT" no less than 6 inches tall and at least ¾ of an inch wide). Hallways without clear views of an exit are posted with signs indicating the direction of the nearest one. Designated exits are unobstructed by boxes, file cabinets, desks, or other items, and are located to minimize the chance that any two will be blocked by the same emergency. Doors leading to exits or exit ways are of the side-hinged, swinging type and are at least 28 inches wide. Doorways not leading to exits are marked with words such as "storeroom," or "basement." Signs in each department clearly denote escape routes.

**Instructions:**

For each department, list all of the exits that can be used during an evacuation, including easily accessible ground floor windows. Of course, some departments will have fewer than four exits; some may have more.

Sales and Administrative Office:

North Exit: \_\_\_\_\_

South Exit: \_\_\_\_\_

East Exit: \_\_\_\_\_

West Exit: \_\_\_\_\_

Service Department:

North Exit: \_\_\_\_\_

South Exit: \_\_\_\_\_

East Exit: \_\_\_\_\_

West Exit: \_\_\_\_\_

Parts Department:

North Exit: \_\_\_\_\_

South Exit: \_\_\_\_\_

East Exit: \_\_\_\_\_

West Exit: \_\_\_\_\_

Body and Paint Shop:

North Exit: \_\_\_\_\_

South Exit: \_\_\_\_\_

East Exit: \_\_\_\_\_

West Exit: \_\_\_\_\_

Other: \_\_\_\_\_:

North Exit: \_\_\_\_\_

South Exit: \_\_\_\_\_

East Exit: \_\_\_\_\_

West Exit: \_\_\_\_\_

**D. Housekeeping and Fire Prevention**

It is dealership policy to keep facilities clean and orderly and to minimize the mishandling of equipment, chemicals, waste, or trash. These practices are incorporated into each daily management of each dealership operation. Good housekeeping practices help to avoid spills, injuries, and fires. Best efforts are made to label equipment, properly dispose of trash and wastes, and keep exit ways clear and unobstructed. All employees are responsible for limiting the accumulation of flammable or combustible materials to reduce the likelihood of fire. The ERC will ensure that all employees and janitorial services are familiarized with these procedures:

- Each department will check periodically for possible fire hazards.
- Storerooms are regularly cleaned and maintained.
- Metal shelving is used wherever possible.
- Exit ways are kept clear, illuminated, and unobstructed on either side.
- Sprinkler heads and smoke alarms are kept free from interference.
- Containers and equipment posing fire risks are marked or labeled.
- Used rags soaked with ignitables are managed to minimize fire risks.
- Stairwells and corridors are kept uncluttered.
- Storage tanks are regularly inspected for proper functioning and leaks.
- Smoking is not allowed in prohibited areas.
- Proper equipment shut-down procedures are in place. Areas around electrical transformers are kept clear to allow free air flow. Electrical connections and outlets are kept in good condition.

**E. External Threats**

Threats to life, health, and property may arise from any number of external activities. For example, fires, explosions, or pollutants arising from nearby businesses can spread to dealership property. Nearby railway or traffic accidents involving hazardous materials may also impact dealership operations. While there are many theoretical external threat possibilities, the following list identifies a few of the more possible scenarios given this dealership’s location. The dealership is prepared to take appropriate emergency response actions should such incidents occur.

**Instructions:**

Assess and list realistically possible external threats and potential emergency responses.

Possible Threat	Possible Response

**IV. EMERGENCY RESPONSE PROCEDURES**

**Important:**

This chapter covers discovering emergencies, initial responses, sustained actions, termination, and follow-up procedures. These procedures are set out in the dealership employee handbook and are posted on bulletin boards. Evacuation and shut down, spills and releases, fires, bombs, tornadoes, earthquakes, and severe weather are specifically covered. For help in writing an employee handbook, see NADA’s software package *NADA Policies Now!® Blueprint for Dealership Personnel Policies*.

**A. General Evacuations and Emergency Shutdowns**

If it is determined that a facility evacuation and/or shutdown is necessary:

1. An ERC will initiate the alarm/emergency notification system in accordance with the internal emergency communications procedure (Chapter II-C). Unless otherwise instructed, an alarm or emergency notification indicates a life-threatening situation.
2. If the alarm/emergency notification system is initiated, departmental Safety Monitors will facilitate an orderly evacuation to designated exits, alert “buddies” to aid pre-assigned employees, and double-check departments and restrooms for co-workers, customers and visitors.
3. Upon evacuating the facility, employees, customers and visitors, will assemble at the pre-determined evacuation sites (Appendix A). Once assembled, Safety Monitors will take a roll call and promptly report missing individuals to the ERC. Employees should stay in assigned areas until notified otherwise.
4. Circumstances may require the shutdown of HVAC equipment, ventilation systems, oil/pump systems, air compressors, or the facility’s electricity to prevent the spread of fire, a spill, an electrocution, or other

potentially dangerous conditions. Designated employees and alternates in each department are responsible for identifying equipment and activities in their area that require shutdown during a fire, heavy rainfall, severe thunderstorm/blizzard, hurricane, tornado, or electrical brown-out.

**Instructions:**

This table should contain a list of the systems to be shut down and the specific employees responsible for carrying out the shutdown.

System to be Shut Down	Designated Employee

**B. Spills and Releases 1. Major Spills/Releases**

The ERC will contact \_\_\_\_\_ for services in the event of a major spill or release. The spill contractor’s phone number also is listed in Chapter II-C. For major spills or releases posing a threat to health, safety, or the environment, the ERC will sound the alarm/notification system and initiate the following actions with the help of in-house and external responders.

**a. Initial Responses**

- Isolate area, evacuate according to procedures
- Provide first-aid for injured persons
- Contact off-site emergency assistance
- Obtain MSDS, identify spilled material
- Remove all sources of ignition
- Secure necessary protective clothing and equipment
- Prevent spread of spill, especially into drains or sewers
- Contact appropriate agencies

**b. Sustained Actions**

- Determine amount of material involved
- Contain spill
- Neutralize spilled material, if appropriate
- Pump out or absorb spilled material
- Decontaminate spill area
- Transfer debris into appropriate containers

### c. Termination and Follow-up Actions

- Inform employees and local officials upon emergency termination
- Properly label spill, store, and dispose of recovery containers
- Replace used emergency supplies
- Notify proper regulatory agencies
- Assess spill/response and take steps to prevent reoccurrence
- File necessary follow-up reports

### 2. Minor Spills/Releases

For small spills or releases presenting no fire hazard and involving moderate to low toxicity materials, employees and supervisors should:

- Evacuate the immediate area
- Obtain MSDSs to assess materials and proper handling procedures
- Secure and use appropriate personal protective equipment
- Use approved absorbents compatible with the material released
- Transfer waste/debris into properly labeled recovery containers
- Decontaminate the area with approved cleaning supplies after cleanup
- Properly store and dispose of recovery containers
- Replace used emergency supplies
- Notify appropriate regulatory agencies
- Assess accident/response and take steps to prevent reoccurrence

### C. Medical Emergencies

#### Instructions:

Be sure there is at least one well-stocked, physician-approved first-aid kit in each dealership facility, and make sure all employees know its location. In situations where immediate first-aid is necessary, only trained emergency responders or those trained in first-aid (including CPR) should provide first-aid. A list of qualified first-aid responders in the dealership is found in Appendix B.

Employees with conditions that can result in a medical emergency should notify their supervisor and the ERC to discuss arrangements should such an incident occur. In the event of a medical emergency:

- Call 911 (or the medical response personnel listed in Chapter II-C in the event of a non-life threatening situation).
- Do not move the injured or sick person.
- Try to determine the illness or injury, what medication (if any) was taken, allergies or conditions, and the doctor or hospital of choice.

### D. Fire Emergencies

The following procedures aim to lessen the severity of any fire, help ensure employee and customer health and safety, and minimize property damage. Additionally, the ERC must ensure that Safety Monitors and other designated employees receive periodic training on the different types of fires and extinguishers and on proper fire extinguisher use.

#### 1. Upon Discovering Smoke or Fire

- **Employees:** Remain calm. Call 911 to report all fires, of any size. Do not assume anyone else has reported it. Notify your Safety Monitor.
- **Safety Monitors:** Upon activation of the alarm/notification system, proceed immediately to evacuate the facility. Do not call to verify the fire

as lines may be tied up or inoperable. Check departments and restrooms before leaving, and remind “buddies” to assist disabled co-workers.

- **All Persons:** Don’t run or panic. Never use elevators. Keep low to the floor to avoid inhaling smoke. Pay attention to signage when evacuating the facility. Shut, but don’t lock, exit doors. Exit where appropriate and stay alert. Quickly walk to and assemble at pre-determined evacuation sites (Appendix A). Don’t congregate in vehicle lanes and never interfere with or obstruct emergency responders. Authority rests with the highest ranking official on the scene. Alert an ERC or the fire department if anyone is missing or stuck inside the facility. Do not reenter the facility until notified by an ERC.

## 2. If Trapped Behind A Fire

Move as far away from the fire as possible. Keep doors closed. Make as much noise as you can to alert responders to your presence and situation. If smoke is present and entering into the room, drop to the floor and try to cover any cracks with non-flammable material. If possible, cover your face and mouth with a wet rag.

## 3. Fire Extinguishers

Each department has a visible, unobstructed fire extinguisher and no employee need travel more than 50 feet to obtain one (Appendix A). They should be used only by trained personnel to extinguish small fires. The following outlines proper extinguisher use, compatibility and maintenance.

- **To Operate:** Use upright. Pull pin. Squeeze lever or handles. Direct extinguisher contents into base of fire.
- **Types of Fires and Compatible Extinguishers:** Fires occur by accident, by arson, or by act of God and are categorized as:
  - Class A: Ordinary combustibles (i.e., paper, wood, cloth, rubber).
  - Class B: Flammable liquids (i.e., grease, oil, paint, or gasoline).
  - Class C: Energized electrical equipment with a risk of shock.

Extinguishers are categorized as Class A, B, or C. Multi-purpose Class A/B/C fire extinguishers may be used for all fires. If electrical equipment is de-energized, Class A extinguishers may be used instead of Class C.

- **Maintenance:** Extinguishers are kept fully charged and are inspected not less than annually by appropriate vendors. They are tagged with their last inspection date.

## E. Severe Weather

### Instructions:

Select and list how the dealership intends to monitor extreme weather patterns, i.e., an AM radio tuned to a local news station, a television tuned to the Weather Channel, or a battery operated National Oceanic Atmospheric Administration (NOAA) weather radio (recommended).

The ERC will contact the Local Emergency Management Office to learn about the community evacuation plan, whether the dealership is in a flood plain, the area’s flood history, and the elevation of the facility in relation to area water sources. If necessary, the ERC will familiarize employees regarding community evacuation routes and how to reach higher ground. Ensure that the dealership has adequate flood insurance coverage.

## 1. Severe Thunderstorm Activity and Tornado Warnings

Weather conditions are monitored using \_\_\_\_\_ to determine potentially severe incidents such as tornadoes. The local weather service will announce the estimated duration of storm activity and indicate the geographic areas to be impacted. A tornado warning is a National Weather Service (NWS) alert confirming a tornado's sighting and location, time of detection, and estimated direction. They are very powerful and destructive forces and safety is not guaranteed. Tornado assembly areas are shielded from windows, and are below ground or as low to the ground as possible. In the event of a severe thunderstorm or tornado warning:

- All persons will be notified and are expected to assemble in the severe thunderstorm activity weather safety area (Appendix A).
- After the severe thunderstorm or tornado has passed, an inventory of damage and injuries will be taken.
- If extensive or life threatening injuries have occurred, 911 will be called and qualified first-aid responders will assist (Chapter IV-D).
- Damaged equipment and property will be repaired in a timely manner.
- Insurance companies will be contacted.

## 2. Hurricanes, Floods and Flash Floods

Hurricanes are strong and destructive tropical storms with major rainfall and sustained winds that can exceed 100 mph. They can reach hundreds of miles inland. The NWS issues hurricane advisories, typically between June and November. Floods and flash floods are widespread and can occur for a variety of reasons. In the event of a hurricane or flood emergency:

- The ERC will monitor for NWS advisories.
- Outside equipment, windows, and structures will be protected.
- Records, computer hard drives and other important information will be moved to a safer location, if necessary.
- The ERC will notify all persons of the hurricane or flood situation.
- If necessary, general evacuation procedures (Chapter IV-A) will be followed and reassembly will occur in designated areas (Appendix A).
- If necessary, the facility will be shutdown (Chapter IV-A).

## 3. Blizzards

Blizzards are severe winter storms. They are generally identified by low temperatures, high winds, and steady snowfall. These conditions can cause poor visibility, freezing temperatures, poor road conditions, and the loss of power. In the event of a blizzard the following will be done:

- The ERC will monitor for NWS advisories.
- Outside equipment, windows, and structures will be protected.
- Records, computer hard drives and other important information will be moved to a safer location, if necessary.
- The ERC will notify all persons of the winter storm situation.
- If necessary, general evacuation procedures (Chapter IV-A) will be followed and reassembly will occur in designated areas (Appendix A).
- If necessary, the facility will be shutdown (Chapter IV-A).

Although planning ahead can help to lessen the impact of a blizzard, there are times where it may be impossible to leave the facility and power may be lost. If such an incident occurs and there is no back-up generator on the premises,

the dealership will access flashlights and batteries, blankets, food, heaters, and other equipment necessary to protect life and property.

## **F. Bomb Threats and Workplace Violence**

**1. Bomb Threats**  
Employees should treat all bomb threats as real and life-threatening and should respond to a call with the following procedures:

- Don't panic. Remain calm and courteous. Listen carefully and do not interrupt or antagonize the caller. Never assume a call is a hoax and hang up. Alert a Safety Monitor or other employee to call 911 and the ERC. Ask the caller as many of the following questions as possible:

When is the bomb set to explode?

Where is it located?

What kind of bomb is it?

What does it look like?

Why did you place the bomb?

Who are you?

Try to remember specific things about the caller, such as:

Was the caller male or female?

Did the caller speak with an accent?

Was the caller's speech calm, slurred, angry?

Did the caller repeat certain expressions or any speech patterns?

- If a written threat is received, handle it as little as possible to preserve forensic evidence for law enforcement. Call 911 and the ERC.
- If a suspicious package is found, it should not be approached or touched. Alert a Safety Monitor or an ERC. The ERC will assess the situation, notify other departments, and give guidance on actions to take. Do not smoke or use radio-signaled devices in bomb threatened areas. After an assessment, suspect areas will be blocked off, with access limited to the ERC, top management, and emergency responders. General evacuation procedures (Chapter IV-A) will be followed except for the use of exits near the threatened area.

## **2. Workplace Violence**

The possibility of a workplace violence incident is real for any business. It is estimated that one out of six violent crimes in the United States occurs in the workplace. While workplace violence incidents can occur at any time, proper planning and prevention can help to deter incidents and limit the damage to life, health, and property should an incident occur. This dealership addresses the possibility of workplace violence by:

- Communicating a no-tolerance policy to all employees and by understanding possible reasons for customer complaint and violence.
- Instructing employees to report any odd, suspicious or erratic, violent, threatening, or suicidal behavior to the ERC or to management.
- Investigating these reports immediately to determine if further action should be taken. Appropriate internal actions will be taken.
- If serious and persistent threats, the appropriate outside agencies will be contacted (i.e., police or fire departments).

## G. Earthquakes

Earthquakes can cause massive damage and injuries and are typically fast, forceful, and brief. Frequently, there may be aftershocks that can cause damage as well. In the event of an earthquake:

- All persons should remain calm and alert.
- Persons outside should try to get into an open area away from buildings and power lines.
- Persons indoors should move immediately to an earthquake safety area (i.e., under a desk, table, or work bench), watch for falling debris and furniture, and stay away from windows and heavy objects.
- During an earthquake, exits should be avoided as they may be unsafe or crowded. Calmly attempt to evacuate only once the earthquake is over.
- The power may go out if electrical equipment has malfunctioned, and alarms, sirens, breaking glass, and cracked walls are to be expected.

## H. Power Outages

### Instructions:

Many dealerships have a back-up generator(s) to keep the essential functions running during brown-outs or black-outs due to bad weather, power line problems, etc. Clearly identify the dealership services to be kept operating during a power disruption using back-up generation.

In the event of a power outage, Safety Monitors should contact the ERC and report its extent and cause (if known). The ERC will notify all departments in advance of any scheduled power outages. Services that should still operate using the dealership's back-up generator include:

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All departments are equipped with emergency-powered exit signs and lighting. Each department will take measures for the protection or loss of computers and telephones during scheduled and unscheduled power outages. The ERC will notify employees when power is expected to be restored. Unless otherwise instructed, employees should not abandon the premises regardless of the extent of the outage. In rare instances, the ERC may determine that it is necessary to close part or all of the facility.

In addition to the Emergency Communications outlined in Chapter II-C, the ERC is responsible for notifications relating to spills of hazardous materials shipped off-site, releases of hazardous substances, and leaking petroleum storage tanks. Key telephone numbers are listed below.

## V. NOTIFICATION REQUIREMENTS

### A. Notification Telephone Numbers Table

### Instructions:

Locate the appropriate telephone numbers to fill in the blanks in the table. This will allow quick and easy access to important contact information in the event of an emergency, often when time counts the most. Use the blue (government) or white pages of the telephone book or call information for the phone numbers. Don't forget to review and update these numbers periodically.

Agency	Telephone Number
National Response Center (NRC)	1-800-424-8802 or 703-412-9810
RCRA, Superfund, EPCRA Call Center	1-800-424-9346
Local Emergency Planning Commission	
State Emergency Response Commission	
EPA Regional Office	
EPA UST Representative	
State UST Office	
Local Air Quality Agency	
Local Sewer Authority	
Local Water Quality Agency	
Local Emergency Management Agency	

This table was revised on: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ By: \_\_\_\_\_  
Month Day Year Print Name

## B. Hazardous Substance Releases

### Instructions:

Hazardous substance releases large enough to trigger notification requirements rarely occur at dealerships. For major spills or releases, access the appropriate MSDS (see Part III, Section A) to find out the reporting threshold. In the alternative, simply contact the National Response Center (NRC) as a precaution.

### Information Needed for Notification (See MSDS):

- Chemical name or identity of substance released
- Estimated quantity of the release
- Time and duration of the release
- Medium/media into which release occurred
- Known or anticipated acute or chronic health risks associated with the release and any advice on medical attention for exposed individuals
- Proper precautions to take, including evacuation
- The ERC's name and telephone number

### Follow-up Actions:

As soon as possible after the initial notification, a supplemental written report will be filed with the State and Local Commissions. That report will update the initial notification, describe actions taken, list any acute or chronic health concerns associated with the release, and indicate if any further medical attention is warranted.

### C. Hazardous Material Transportation

#### Instructions:

Rarely does a hazmat incident involving a dealership vehicle occur that would trigger a report to the National Response Center (NRC). It is conceivable a parts truck or other dealership vehicle carrying hazardous materials could become involved in an incident where:

- a person is killed
- a person requires hospitalization for injuries received due to the hazmat spill
- the cost to the carrier or other property damage is greater than \$50,000
- one or more major transportation arteries or facilities are closed or shut down for one hour or more
- the operational flight pattern or routine of an aircraft is altered
- marine pollutants exceeding 199 gallons (liquids) or 882 lbs (solids) are released
- a situation exists of such a nature (e.g., a continuing danger to life exists at the scene of the incident) that it should be reported to the NRC.

The number for the NRC is listed in Chapter II-C. A detailed follow-up report using DOT Form F 5800.1 must be mailed within 30 days of discovery of the spill, in duplicate, to Information Systems Manager, DHM-63, RSPA, USDOT, Washington, DC 20560-0001.

#### Information Needed for Notification:

- Name and telephone number of person calling in the report
- Name and address of carrier
- Date, time and location of incident
- Extent of any injuries
- Classification, name, and quantity of hazardous material
- Incident type, hazardous material, and any ongoing danger at the scene

### D. Aboveground Storage Tanks (ASTs)

#### Instructions:

SPCC stands for Spill Prevention, Control, and Countermeasures. An SPCC plan is required if the dealership has an AST storage capacity of greater than 1,320 gallons, which if leaked or spilled, could reasonably be expected to discharge oil in harmful quantities into navigable waters of the United States.

SPCC Plans must be certified by a registered professional engineer and must generally address:

- Operating procedures that prevent oil spills,
- Control measures installed to prevent spills from reaching navigable waters, and
- Countermeasures to contain, cleanup, and mitigate the effects of an oil spill that reaches navigable waters.

For more, see *What SPCC Plans Must Include* at <http://www.epa.gov/oilspill/spccmust.htm>

All AST leaks or spills will be reported to the NRC.

#### Information Needed for Notification:

- Chemical name or identity of substance released
- Estimated quantity of the release

- Time and duration of the release
- Medium/media into which release occurred
- Known or anticipated acute or chronic health risks associated with the release and any advice on medical attention for exposed individuals
- Proper precautions to take, including evacuation
- The ERC's name and telephone number

Follow-up Notification:

This facility complies with all SPCC standards. A written report to the EPA Regional Administrator (RA) will be made within 60 days for any single discharge of more than 1,000 gallons of oil into or on the navigable waterways of the U.S. or adjoining shorelines, or for discharges of harmful quantities of oil in two separate spill events in a twelve month period. The written report, due within 60 days, will include the:

- Facility name, owner/operator, location, and description (e.g., maps, flow charts, and topographical maps)
- Date and year facility began operating
- Facility SPCC plan, (if applicable)
- Cause of the release, with a system or subsystem failure analysis
- Corrective actions and/or countermeasures taken, including equipment repairs and/or replacements
- Additional measures taken or contemplated to prevent a recurrence
- Such other information as the RA may reasonably require

**E. Hazardous Waste**

For a hazardous waste spill resulting in a fire, release, or explosion, the ERC will identify the character, source, amount, and area covered, and determine if there is a threat to health or the environment beyond the dealership facility. If so, local authorities and the NRC will be contacted.

Information Needed for Notification:

- ERC name and phone number
- Facility name and address
- Time and type of incident
- Chemical name or identity of materials involved
- Extent of injuries, if any
- Possible health or environmental hazards beyond the dealership facility

Follow-up Actions:

A written incident report will be sent to the RA within 15 days stating:

- The name, address, and telephone number of the owner/operator
- The name, address, and telephone number of the facility
- The date, time, and type of incident
- The name and quantity of materials involved
- The extent of any injuries
- Any actual or potential hazards to human health or the environment
- An estimate of the quantity and disposition of recovered materials

Before restarting business operations, the owner/operator must assure the RA and local authorities that clean-up procedures are completed and all emergency equipment is cleaned and in good shape.

**F. Underground Storage Tanks (USTs)**

**Initial Notification:**

The owner/operator will notify the EPA Regional or State UST Office within 24 hours of a reportable incident.

**Information Needed for Notification:**

- Chemical name or identity of substance released
- Estimated quantity of the release
- Time and duration of the release
- Medium/media into which release occurred
- Known or anticipated acute or chronic health risks associated with the release and any advice on medical attention for exposed individuals
- Proper precautions to take, including evacuation
- The ERC's name and telephone number

**Follow-up Actions:**

The UST owner/operator will submit:

- A written follow-up report outlining abatement measures to the appropriate UST office within 20 days of confirming a release
- Additional site characterization and free product removal information to the appropriate UST office within 45 days of confirming the release
- Soil and groundwater test results as soon as possible

**VI. INCIDENT DOCUMENTATION AND PLAN REVISION**

**A. Incident Documentation**

The ERC, in consultation with dealership owners, will write and file necessary follow-up reports with the appropriate agencies after any accident at this facility as detailed in Chapter V. In addition, a form found in Appendix D will be used to document the incident details to help prevent similar events. Appendix D also contains a full and detailed account of each incident and all reports, notifications, and correspondence related to each incident.

**B. Plan Revision**

The ERC will review and amend (as necessary) this Plan at least annually. All concerned parties, including dealership owners, employees, and emergency responders, will be notified of any amendments. They will also be reviewed at the next general training session. See Chapter II-B, Key Employee Responsibilities and Training.

**Appendix A**  
**FACILITY AND DEPARTMENT MAPS**

**Instructions:**

Include copies of dealership specific maps and layouts addressing obtained from dealership management:

- Facility Layout
- Department Layout
- Evacuation Routes and Assembly Areas
- Emergency Equipment Locations

**Appendix B**  
**TRAINING AND CERTIFICATION RECORDS**

**Instructions:**

Include copies of:

- General Training Documentation
- Training Session Attendance Sheets
- A List of CPR and First-Aid Certified Employees

**Appendix C**  
**HOUSEKEEPING/FIRE PREVENTION PROCEDURES**

**Instructions:**

Include your dealership's housekeeping and fire prevention procedures.

**Appendix D**  
**INCIDENT DOCUMENTATION FORM AND INCIDENT HISTORY**

**Instructions:**

In addition to filling out the following incident documentation form, this Appendix contains an incident history for the dealership.

Reporter's Last Name: \_\_\_\_\_

First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone Numbers: Day: \_\_\_\_\_ Evening: \_\_\_\_\_

Company: \_\_\_\_\_

Department: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Were materials discharged (Y/N)? \_\_\_\_\_

Were appropriate Federal, State, and Local agencies notified (Y/N)? \_\_\_\_\_

Agencies and Persons called: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Times Called: \_\_\_\_\_

\_\_\_\_\_

Calling for Responsible Party (Y/N)?: \_\_\_\_\_

**Incident Description**

Source and/or cause of incident?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Time of Incident: \_\_\_\_\_

Incident Address: \_\_\_\_\_

\_\_\_\_\_

Nearest City: \_\_\_\_\_

Nearest Town: \_\_\_\_\_

Nearest County: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Distance from City: \_\_\_\_\_ Units of Measure: \_\_\_\_\_

Directions from City: \_\_\_\_\_

\_\_\_\_\_





**Appendix G**  
**LIST OF ACRONYMS**

Instructions:

This list is included as a reference point in order to facilitate the reading of this plan and the comprehension of the various abbreviations used in this guide.

AST	Aboveground Storage Tank
DOT	Department of Transportation
EMT	Emergency Medical Technician
EPA	Environmental Protection Agency
EPCRA	Emergency Planning and Community Right to Know Act
ERC	Emergency Response Coordinator
HazMat	Hazardous Materials
MSDS	Material Safety Data Sheet
NOAA	National Oceanic Atmospheric Administration
NRC	National Response Center
NWS	National Weather Service
OSHA	Occupational Safety and Health Administration
RA	Regional Administrator (EPA)
RCRA	Resource Conservation and Recovery Act
SIC/NAICS	Standard Industrial Classification/North American Industrial Classification System
SPCC	Spill Prevention, Control, and Countermeasure
UST	Underground Storage Tank

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