



# Emergency Response

Customer Experience / Stores

2-21-2025

## Contents

|   |                                     |
|---|-------------------------------------|
| <b>Revision History</b> .....                               | 2                                   |
| <b>Overview</b> .....                                       | 2                                   |
| <b>Purpose</b> .....  | 2                                   |
| <b>Policy Statement</b> .....                               | 2                                   |
| <b>Compliance</b> .....                                     | 2                                   |
| <b>Systems</b> .....  | 2                                   |
| <b>Roles</b> .....  | 2                                   |
| <b>Procedures</b> .....                                     | 4                                   |
| <b>References</b> .....                                     | <b>Error! Bookmark not defined.</b> |
| Compliance.....   | <b>Error! Bookmark not defined.</b> |
| SOK Documentation .....                                     | 6                                   |
| <b>Appendix</b> .....                                       | 0                                   |
| Appendix A: Emergency Response Escalation Process Map ..... | 0                                   |

## Revision History

|   |  |
|---|--|
| <b>Effective Date of SOP:</b> 2/21/2025                   | <b>SOP Number:</b> I.01  |
| <b>Functional Area Name:</b> Customer Experience / Stores | <b>Division Name:</b> Emergencies  |
| <b>Last Review Date:</b> 1/27/2025                        | <b>Last Reviewer:</b> Cassandra Patterson, Director of Administrative Services             |
| <b>Next Review Date:</b> 1/27/2026                        | <b>Next Reviewer:</b> Director of Administrative Services; Director of Customer Experience |
| <b>Executive Approval Date:</b> 2/21/2025                 | <b>Approved By:</b> Matthew Hunt, Director of Customer Experience                          |

## Overview

*These standard operating procedures (SOPs) outline best practices for Service Oklahoma (SOK) stores to respond to emergencies, ranging from tornadoes to active shooter situations. The SOP document focuses on internal roles and responsibilities and complements the Emergency Action Plan by providing step-by-step procedures.*

## Purpose

*The purpose of this document is to enable SOK employees to quickly and safely de-escalate emergencies, minimizing both harm and legal liability. Understanding who to contact when and how to uphold legal standards is critical to keeping colleagues and customers safe.*

## Policy Statement

*These SOPs apply to all SOK stores across all the services they offer. Central office staff, travelling auditors, and other SOK employees should also understand the procedures to keep themselves safe and support their colleagues when appropriate.*

## Compliance

*Emergency procedures are governed by many local, state, and federal regulations, so SOK's legal team remains involved as a reviewer and approver throughout the process. In addition, the Director of Administrative Services continually researches statutes and best practices to ensure compliance with changing standards. Licensed Operators are not required to follow SOK rules, but SOK does have a responsibility to keep field auditors safe on the job.*

## Systems

*These procedures do not involve any digital systems or software.*

## Roles

*List the roles and functions of anyone involved in the operations described within this document.*

| Role  | Responsibilities   |
|---|--|
| Employee  | Takes immediate action and calling 911 as necessary, notifies Store Lead   |
| Store Lead  | Notifies Emergency Team of active emergencies, leads on-the-ground response to emergency situations, assesses damage and completes post-emergency reporting protocol |
| Regional Manager  | Communicates with Store Lead and Emergency Team, provides support for Store Leads in their region  |
| Emergency Team (Director of Administrative Services, Director of Customer Experience) | Monitors potential emergencies, creates Teams chat for dynamic communication, supports decision-making, files post-emergency report with OMES Risk Management        |
| SOK Leadership (CEO, COO)   | Makes decisions including closures, communicates throughout the situation as necessary   |
| Property & Facilities Manager   | Stays informed, supports emergency response related to the store itself  |
| Senior Director of Communications   | Leads communication with media as necessary  |
| Legal Department  | Supports the team in ensuring their response is legally compliant  |

## Procedures

1. There are two main ways an emergency may arise at SOK: either an employee sees an active emergency unfold, or someone else at SOK reports an imminent emergency.
  - a. Anyone who learns of an emergency in progress should first take the necessary immediate action in accordance with their training and comfort level. This may include doing CPR, extinguishing a small fire, or engaging with a hostile person to prevent escalation, but employees are not required to take those actions if they do not feel comfortable. If the situation warrants a 911 response, the employee should dial 911 right away. Then, when it is appropriate, the employee notifies the Store Lead, and the Store Lead contacts the Director of Administrative Services and the Director of Customer Experience – “Emergency Team” in this SOP – using the method of their choice.
    - i. If the Store Lead is not present in the store for any reason, their designated back-up takes on all the Store Lead’s responsibilities.
    - ii. If the Store Lead needs to take additional action before notifying others, they should do so. Always prioritize the safety of employees and visitors.
  - b. The Emergency Team, along with Regional Managers and Store Leads, is responsible for monitoring potential emergencies reported by external sources including the news, weather reports, and GovDelivery, the Department of Public Safety (DPS)’s notification system. When the Emergency Team learns of an emergency through one of these sources, they notify the affected Store Leads and Regional Managers immediately.
2. The Emergency Team creates a Teams chat for dynamic communication between the Store Lead, Regional Manager, Emergency Team, and other department leaders as necessary. This may include the Property and Facilities Manager, Senior Director of Communications, Chief Product and Experience Officer, or Legal Department. The Emergency Team typically communicates separately with SOK leadership (CEO, COO).
3. The Store Lead’s next steps on the ground depend on the type of approach the situation necessitates. The options can be grouped as follows:
  - a. **Delay or Closure:**
    - i. The decision to close a store or delay opening is made by the Department of Public Safety (DPS) or SOK leadership. DPS typically mandates county-wide, weather-related closures and communicates them via GovDelivery email and text alerts. SOK leadership may close a store for a variety of reasons including building damage or utilities outages. In this case, the COO sends out a mass email to the Store Lead, Regional Manager, Emergency Team, Senior Director of Communication, Chief Product and Experience Officer, and HR Department.
      1. The Emergency Team monitors GovDelivery alerts, but all SOK employees are encouraged to sign up for them.
      1. In these scenarios, the Store Lead sends home all employees and visitors and then notifies the Emergency Team when complete.

2. If a store is closing due to an emergency, and it is safe to do so, the Store Lead should post the appropriate sign on the doors/entries to inform the public. Each store should have its own **pre-printed** set of signs for different scenarios.
3. Regional Managers are responsible for updating Q-Less by turning on “emergency shutdown” or adjusting the store operating hours so that customers do not sign up for a service online for a closed location.

b. **Evacuation:**

- i. The decision to evacuate can be made by the Emergency Team or the Store Lead. The Emergency Team is available for support during all emergency situations, but the Store Lead may need to make a quick, independent decision.
- ii. If a store evacuates, the Store Lead is responsible for guiding employees and visitors to the muster point and reporting the total number of people at the muster point to the Emergency Team.

c. **Shelter in Place:**

- i. The decision to shelter in place can be made by the Emergency Team or the Store Lead. The Emergency Team is available for support during all emergency situations, but the Store Lead may need to make a quick, independent decision.
- ii. If a store shelters in place, the Store Lead is responsible for guiding employees and visitors to safe shelter and reporting the total number of people sheltering in place to the Emergency Team.

d. **None of the Above:**

- i. If the emergency does not warrant any of these escalations, all parties should maintain active communication and continue monitoring the situation.
4. After the emergency subsides, the Store Lead assesses the damage and informs the Property & Facilities Manager. If the building is damaged in a way that leaves it exposed, the Store Lead locks the building and blocks entry.
5. The Store Lead completes a standard emergency follow-up form (linked in references) and sends it to the Director of Administrative Services, who files a report with OMES Risk Management. The Emergency Team continues monitoring the situation and communicates with the Store Lead, Regional Manager, SOK leadership, Property & Facilities Manager, Senior Director of Communications, and Legal Department as necessary.



## SOK Documentation

1. SOK Emergency Action Plan
2. Facilities and Active Shooter Procedures
3. Severe Weather Procedures

## Appendix

### Appendix A: Emergency Response Escalation Process Map

