



YOSAKU
1 DANFORTH ST.
PORTLAND, ME 04101

EMERGENCY ACTION PLAN

UPDATED: 4/25/2025



Presented by Upward HR

EMERGENCY ACTION PLAN

This Emergency Action Plan (EAP) outlines procedures and guidelines for responding to emergencies at Yosaku Restaurant.

The safety of our customers and staff is our top priority. All employees should familiarize themselves with this plan and be prepared to act accordingly in emergency situations.

EMERGENCY PHONE NUMBERS3
EVACUATION ROUTES.....3
MEDICAL.....4
FIRE.....4
POWER LOSS.....5
SECURITY THREATS - robbery, active shooter, bomb threat.....5-6
SEVERE WEATHER AND NATURAL DISASTERS.....6-7
EMPLOYEE ACCOUNTABILITY.....8

EMERGENCY CONTACTS

RAM: 207-838-9856

HOPE: 207-749-8175

EMERGENCY PHONE NUMBERS

CALL 9-1-1 if there is an immediate threat to life or property, fires & medical emergencies

Call 207-874-8575 if there is not an immediate threat to life or property, call non-emergency dispatch

Call 3-1-1 for non-emergency situations where Police, Fire, Ambulance, and Portland Street Response do not need to be dispatched.

PORTLAND POLICE: 207-874-8479

CUMBERLAND COUNTY SHERIFF: 207-774-1444

UTILITY COMPANY EMERGENCY CONTACTS

ELECTRIC: CENTRAL MAINE POWER (CMP) - 1-800-696-1000

GAS: 888-301-7700

EVACUATION ROUTES

- Evacuation route maps have been posted in each work area. The following information is marked on evacuation maps:
 1. Emergency exits
 2. Primary and secondary evacuation routes
 3. Locations of fire extinguishers
 4. Fire alarm pull stations location
 5. Assembly points
- Owners and Senior Staff should know at least two evacuation routes.
- Owners and Senior Staff are responsible for guiding customers to safe exits.
- Meet in the parking lot on the Southwest side of the building.

MEDICAL EMERGENCY

- **Call 911**
- Provide the following information:
 - Nature of the medical emergency
 - Location of the emergency (address, building, room number, etc)
 - Your name and phone number from which you are calling
- Do not move victim unless absolutely necessary
- Try to find someone close by with First Aid & CPR training if you are not trained.
- If any 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/abdominal thrusts in case of choking
- First Aid kits are located: _____

FIRE EMERGENCY

When fire is discovered:

- Activate the nearest fire alarm
- Notify the local Fire Department by calling 911
- 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.
- Assemble in the designated area: the parking lot on the Southwest side of the building
- Remain outside until the owners (Hope and Ram) announce it is safe to reenter.

The owners or senior staff must:

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.

- Perform an accurate headcount of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Perform assessment and coordinate weather forecast office emergency closing procedures.

Assistants to the Physically Challenged should:

- Assist all physically challenged employees in emergency evacuation

POWER OUTAGES

In the event of a power outage:

- There are emergency lighting systems to provide illumination.
- Safely shut down cooking equipment and electrical appliances, as well as any unnecessary electrical equipment and appliances in the event that power restoration would surge causing damage to electronics and affecting sensitive equipment.
- A generator can be provided by Hope and Ram for extended power outages - must be set up outside and properly vented.

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.

SECURITY THREATS

ROBBERY:

- **Stay Calm:** In the event of a robbery, the safety of staff and customers is paramount. Instruct employees to stay calm and avoid any sudden movements that could provoke the robber.
- **Compliance:** Employees should comply with the robber's demands. Hand over money or valuables without resistance.
- **Observe Details:** Observe details about the robber's appearance, voice, and any distinctive features without putting themselves at risk.
- **Activate Alarms:** If possible, discreetly activate any panic alarms or security systems.
- **Note Vehicle Information:** If the robber flees in a vehicle, try to note the make, model, color, and license plate number without endangering yourself.
- **Call the Police:** After the robber has left, call the police immediately to report the incident. Provide them with all available details.
- **Lockdown:** Lock down the restaurant and secure the premises after the incident. Ensure the safety of any customers or staff members who may still be present.
- **Cooperate with Authorities:** Cooperate fully with law enforcement during their investigation. Provide any security camera footage and witness statements as needed.

ACTIVE SHOOTER:

Run, Hide, Fight: advises individuals to:

- Run: If safe to do so, flee the building or the immediate area.
- Hide: If escape is not possible, find a secure hiding place and remain silent.
- Fight: As a last resort, be prepared to defend oneself against the shooter.

Lockdown Procedures: Host station has key to main entrance, other exterior doors can be deadbolted from inside. Secure doors, turn off lights, and stay out of sight.

Communication: Alert employees and customers about the active shooter situation, through text messages, or use word_____.

Safe Meeting Point: Meet outside in the parking lot to the Southwest of the building, or in an area communicated by the owners.

BOMB THREAT

- Suspicious Package Recognition: If you recognize suspicious packages or items and do not touch or move them.
- Evacuation Procedures: Follow the evacuation routes listed above in this EAP.
- Search Procedures: If a bomb threat is called in, only the owners should be searching the premises, including restrooms and common areas.
- Communication: Establish a communication plan for notifying employees, customers, and emergency services about the bomb threat.
- Safe Meeting Point: Meet outside in the parking lot to the Southwest of the building, or in an area communicated by the owners.
- Coordination with Authorities: Work closely with law enforcement and follow their guidance on handling bomb threats and suspicious packages.
- Documenting Threats: In case of a bomb threat, document as much information as possible about the threat call, including the caller's voice, any background noises, and the exact wording of the threat.

SEVERE WEATHER AND NATURAL DISASTERS

Tornado:

- When a warning is issued by sirens or other means, seek shelter inside. Consider the following:
 - The basement is the best place to be or small interior rooms on the lowest floor and without windows
 - Hallways on the lowest floor away from doors and windows
 - 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

Earthquake:

- Stay calm and await instructions from the Emergency Coordinator or the designated official
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power
- Assist people with disabilities in finding a safe place
- Evacuate as instructed by the Emergency Coordinator and/or the designated official

Flood:

If indoors:

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official
- Follow the recommended primary or secondary evacuation routes

If outdoors:

- Climb to high ground and stay there
- Avoid walking or driving through flood water
- If car stalls, abandon it immediately and climb to a higher ground

Hurricane:

- The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch is issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

Once a hurricane watch has been issued:

- Stay calm and await instructions from the owners or senior staff
- Continue to monitor local TV and radio stations for instructions
- Move early out of low-lying areas or from the coast, at the request of officials
- If you are on high ground, away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings
- Collect drinking water in appropriate containers

Once a hurricane warning has been issued:

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official
- Leave areas that might be affected by storm tide or stream flooding

During a hurricane:

- Remain indoors and consider the following:
 - Small interior rooms on the lowest floor and without windows
 - Hallways on the lowest floor away from doors and windows
 - Rooms constructed with reinforced concrete, brick, or block with no windows

Blizzard:

If indoors:

- Stay calm and await instructions from the owners or senior staff
- 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 layer of loose-fitting, light-weight, warm clothing, if available

If outdoors:

- Find a dry shelter. Cover all exposed parts of the body.
- If shelter is not available:
 - Prepare a lean-to, wind-break, or snow cave for protection from the wind
 - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - Do not eat snow. It will lower your body temperature. Melt it first.
