



Emergency Action Plan

Facility Name

Zoho Austin Office

Facility Address

979 Springdale Road, Suite 123, Austin, Texas, 78702

<u>Version</u>	<u>Author</u>	<u>Reviewer</u>	<u>Approver</u>	<u>Date</u>
2024	Annie Gonzales	Christian Blood Scott Cianciosi	David Kerr	08-26-2024



TABLE OF CONTENTS

COVER SHEET	1
TABLE OF CONTENTS	2
INTRODUCTION	3
GENERAL INFORMATION & EVACUATION ROUTES	3-4
ASSEMBLY AREA & ALERTING PERSONNEL	4-5
ROLES & RESPONSIBILITIES.....	5-7
GENERAL INSTRUCTIONS FOR REPORTING EMERGENCIES.....	7-8
MEDICAL EMERGENCIES.....	8-10
FIRES.....	10-11
ACTIVE SHOOTER & WORKPLACE VIOLENCE.....	11-12
BOMB THREATS.....	12
SEVERE WEATHER & NATURAL DISASTERS.....	13-15
EXTENDED POWER LOSS.....	15
PERSONS WITH DISABILITIES.....	16
FLOOR/AREA MAP (ATTACHMENT 1).....	17
BOMB THREAT CARD (ATTACHMENT 2).....	18
EMERGENCY PERSONNEL NAMES & PHONE NUMBERS (ATTACHMENT 3).....	19-20
EMERGENCY PHONE NUMBERS (ATTACHMENT 4).....	21
UTILITY COMPANY EMERGENCY CONTACTS (ATTACHMENT 4).....	21
PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS (ATTACHMENT 5).....	22-23
REMOVING DISPOSABLE GLOVES (ATTACHMENT 5).....	24
FIRE EXTINGUISHER BASIC INSTRUCTIONS (ATTACHMENT 6).....	25



INTRODUCTION

This Emergency Action Plan (EAP) establishes guidelines for all reasonably foreseeable workplace emergencies. Because each emergency involves unique circumstances, the guidelines provide general guidance. Not all emergency situations (some severe weather and natural disasters) may apply to the **Austin, Texas area**. They are listed as a general guidance if there is an anomalous event not typically known to the area.

Thoughtful actions based on situation assessment are always required when responding to an emergency. It is also important to note that emergency guidelines do not necessarily represent a sequential series of steps. The **Austin office** does not have assigned seating. When you work at the office, be aware of those who are working around you. Know who is in the office and close to your choice of seating for that day.

It is imperative to badge into the office each time you enter. Do not follow someone who has already badged in. If you don't have a badge, then either scan the QR code on the stand after you enter the front door OR email its-austin@zohocorp.com to request a "manual badge log" for the day. After evacuation emergencies, the IT department will be pulling the access logs to account for personnel that were on site/on record to have been on site.

This EAP is intended to provide general guidelines for emergency response and does not constitute legal advice. Zoho Corporation disclaims any liability for actions taken based on this EAP, except as required by law. Employees are required to use their best judgment in emergencies, and the company is not liable for any outcomes resulting from deviations from these guidelines unless expressly stated otherwise. This EAP is developed in compliance with all applicable federal, state, and local laws, including but not limited to OSHA standards, the Americans with Disabilities Act (ADA), and other regulations governing workplace safety and emergency preparedness. Employees must follow this EAP to ensure compliance with these laws and regulations.

This EAP shall be reviewed and updated regularly or as needed to reflect any changes in facility conditions, regulatory requirements, or best practices in emergency preparedness. Any updates will be communicated to all employees, and training sessions will be conducted as necessary to ensure full understanding of new procedures.



GENERAL INFORMATION

Emergencies can be identified as Medical, Fire, Severe Weather, Bomb Threats, Chemical Spills, Terrorist Attacks, Criminal Acts, Extended Power Loss, etc. Personnel should identify these emergencies and report them by calling 911 to alert the police and then contact the Emergency Coordinator. The local Emergency Services respond to emergencies. All Emergencies should also be reported by site personnel to the documented proper Designated Responsible Officials listed within this EAP 9 (see **attachment 3**).

EVACUATION ROUTES

Evacuation route maps have been posted on each floor in multiple areas. Please familiarize yourself with all exits. Site personnel should know at least two evacuation routes. The following information is marked on evacuation maps:

- Emergency exits and primary/secondary evacuation routes
- Locations of fire extinguishers
- Emergency Alarm station locations (*shown on the floor/area maps*)
- Assembly Area (*a separate posting next to the evacuation route maps*)

ASSEMBLY AREA

Near the landfill waste/recycling containers on the SE (southeast) side of the office.





ALERTING PERSONNEL

The following apply during fires and other workplace emergencies requiring evacuation:

- The Emergency Alarm will be activated (**see floor/area maps**), and personnel will calmly evacuate using designated escape routes, giving vocal alarms of "FIRE", etc.
- Personnel will look into rooms as they leave the suite and notify personnel to exit; do not delay your evacuation for this purpose. **For those close to the restrooms inside the suite, knock loudly on the doors and shout, "EMERGENCY: FIRE/EVACUATE."**
- Personnel will assemble and remain in the evacuation Assembly Area (familiarize yourself with this area). Leaving the group or failing to report to the evacuation Assembly Area can cause unnecessary effort to locate person(s) believed to be missing.
- Immediately notify your Floor Captain OR the Emergency Coordinator of missing or unaccounted for personnel that were in your area that day. The Emergency Coordinator, Designated Responsible Official, and/or Floor/Area Captains will request IT to pull door access logs by emailing **its-austin@zohocorp.com**. The logs should be processed immediately and given to the requestor to confirm personnel are all accounted for.
- Stay alert, listen for instruction, await guidance to disperse, return to the building, or take additional measures.
- In the event of a Medical or other emergency that does NOT require evacuation, **CALL 911** to alert the Police and notify the Emergency Coordinator.

ROLES & RESPONSIBILITIES

Refer to "EAP Position and Personnel Roster/Designated Responsible Officials"

Authority: Emergency Coordinator, Floor/Area Captain, and Aides for Persons with Disabilities are responsible only for evacuating personnel out of the suite and assisting personnel to the Assembly Area. Designated Responsible Officials assume responsibility for the physical building once our personnel exit the building.

A. Emergency Coordinator (EC).

Non-Emergency Responsibilities:

- Ensure the dissemination, implementation, and updating of the EAP.



- Review and update the EAP annually.
- Ensure personnel are assigned to all EAP positions.
- Conduct exercises as needed to optimize our personnel emergency response.
- In partnership with HR (North American People Operations staff), conduct and document an After Action Review following any emergency event and provide a copy to the organization's Director.
- The EAP will be maintained and shall include:
 - Emergency escape procedures and emergency escape route assignments.
 - Procedures to be followed by personnel who remain behind to operate/conduct critical operations requirements before they evacuate. (not applicable at the **Austin office**)
 - Procedures to account for all personnel following evacuation.

Duties/Responsibility during an Emergency:

- Ensure Floor/Area Captains initiate and complete accountability and/or evacuation.
- Coordinate the orderly evacuation of personnel when needed.
- Obtain accountability for our personnel following the incident and/or evacuation.
- Provide Emergency Response personnel with necessary facility information.
- Immediately notify your Floor Captain OR the Emergency Coordinator of missing or unaccounted for personnel that were in your area that day. The Emergency Coordinator, Designated Responsible Official, and/or Floor/Area Captains will request from IT to pull door access logs by emailing **its-austin@zohocorp.com**. The logs should be processed immediately and given to the requestor to confirm personnel are all accounted for.

B. Floor/Area Captain (FAC)

A minimum of one Floor/Area Captain will be assigned to each floor. (**see Attachment 1**)

Non-Emergency Responsibilities:

- Understand the building's emergency procedures and be prepared to assume his/her responsibilities promptly and calmly in an emergency.

Duties/Responsibilities during an Emergency:

- During an evacuation, direct people out of your area and exit via stairs (if the 2nd floor) to the proper exits; **remind employees NOT to use the ADA Lift**, as it will be



taken out of service.

- Upon arrival at the Assembly Area, confirm all personnel are present or are otherwise accounted for (e.g. illness, travel, vacation, meetings).
- Immediately notify the Emergency Coordinator of unaccounted for/missing personnel.

C. Aide for Persons with Disabilities (APD)

Non-Emergency Responsibilities:

- Understand the building's emergency procedures and be prepared to assume their responsibilities promptly and calmly in an emergency.

Duties/Responsibilities during an Emergency:

- Locate the Mobility Impaired Person(s) and assist them in getting to the designated mobility impaired location—**the small conference room in the Echo Room.**
- Exit to Assembly Area with the Mobility Impaired Person(s); if needed, contact the Emergency Coordinator.
- Once the office reopens after the Emergency, if the same day, assist the person back to their workstation.

D. All other Personnel

- Understand all information in the EAP.
- Read updates to the EAP when provided.
- Know the names and contact info for personnel serving as EC/FC/APD, where to find the AED, evacuation routes and procedures, and Assembly Area location.

GENERAL INSTRUCTIONS FOR REPORTING EMERGENCIES

Summon emergency assistance by **CALLING 911**.

Be prepared to provide the following information:

- Your name and location
- Phone number from where the call is being made
- Location of the emergency, including facility name, suite #, full address
- Type of emergency:



- Medical
- Fire
- Confined Space Rescue
- Hazardous Material
- Criminal Act
- Bomb Threat
- Other important information:
 - Number and condition of victims
 - Location and extent of the situation, hazard, fire, etc.
 - Involvement of Hazardous Materials (as available, give product name and/or describe any markings, labels or placards)
- What is needed

DO NOT HANG UP FIRST. Let emergency personnel hang up first. After the call, station someone to direct Emergency Response personnel to the scene of the emergency.

In the event of an emergency that results in injury, property damage, or other loss, Zoho Corporation will coordinate with its insurance providers to ensure proper reporting and claims processing. All incidents should be promptly reported to the appropriate insurance department, and all documentation must be maintained in accordance with company policy and regulatory requirements.

MEDICAL EMERGENCIES

Survey the scene; evaluate personal safety issues. Request assistance:

SHOUT FOR HELP AND CALL 911. Provide the following information:

- Number and location of victim(s)
- Nature of injury or illness
- Hazards involved
- Nearest entrance (emergency access point)
- Your name and phone number you are calling from

Bring a first aid kit or Automated External Defibrillator (AED) as needed.



Location of First Aid Kits and Automated External Defibrillator(s)

(Also see the Floor/Area Maps in Attachment 1)

First Aid Kit	1st floor; SW side of the office outside of the "Echo Room" next to the Call Booths
First Aid Kit	1st floor; NE side of the office to the left of the Exit door in the kitchen area
First Aid Kit	2nd floor; SW side of the office; in between the SE stairs and conference room
First Aid Kit	2nd floor; NW side of the office on NE wall; in between two marked storage rooms and close to the HR office
Automated External Defibrillator (AED)	1st floor; SW side of the office outside of the "Echo Room" next to the call booths
Automated External Defibrillator (AED)	2nd floor; NW side of the office on NE wall; in between two marked storage rooms and close to the HR office

Procedures

- Only Trained Responders should provide first aid assistance. (Any employee training certificates and/or class completion verifications will be kept on file with the HR team but do make it mandatory for those to assist in an emergency.)
 - If Trained Responders are not available, at a minimum, attempt to provide the following assistance:
 - Stop the bleeding with firm pressure on the wounds; avoid contact with bodily fluids and exposure to any bloodborne pathogens by taking "universal precautions". *Also see Preventing the Spread of Bloodborne Pathogens AND Removing Disposable Gloves (Attachment 5). This EAP does not include the details of the Bloodborne Pathogen Plan.
 - Clear the air passages using the Heimlich Maneuver in case of choking; **GET PERMISSION FIRST FROM THE VICTIM** if possible.
- Do not move the victim unless the victim's location is unsafe.



- Meet the ambulance at the nearest entrance or emergency access point; direct them to the victim(s).
- HR/North American People Operations **MUST** contact OSHA within 24 hours of the incident. If a mortality occurs, contact with OSHA must be made within 8 hours. A report must also be made to the Worker's Compensation department of the US Zoho insurance company.

FIRES

Fire Emergency Plan

If a fire is reported, activate the Emergency Alarm (**shown on the floor/area maps**) to warn occupants to evacuate. If an Emergency Alarm is not available, notify the site personnel about the fire emergency by **shouting "FIRE"**. ALWAYS dial 911 to alert the Fire Department. Provide the following information:

- Business name, street address, and suite number
- Nature of fire
- Fire location (area of building and floor)
- Type of Emergency Alarm(s) (detector, pull station, sprinkler waterflow)
- Location of the Emergency Alarm (building and floor)
- Name of person reporting fire
- Telephone number for a return call

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 instructed and/or have instructions on how to use it. **(Fire Extinguisher Instruction: Attachment 6).**

Evacuation Procedures (EC & FAC to direct evacuation of personnel)

- Evacuate the building along the evacuation routes to primary assembly area(s) outside.
- Redirect building occupants to stairs and exits away from the fire.
- **Prohibit use of the ADA lift.**



- Evacuation team should account for all employees and visitors at the Assembly Area.
- Immediately notify your Floor/Area Captain OR the Emergency Coordinator of missing or unaccounted for personnel that were in your area that day. The Emergency Coordinator, Designated Responsible Official, and/or Floor/Area Captains will request IT to pull door access logs by emailing ***its-austin@zohocorp.com***. The logs should be processed immediately and given to the requestor to confirm personnel are all accounted for. All information collected or generated in response to an emergency, including access logs, medical information, and other sensitive data, will be handled in accordance with Zoho Corporation's data protection policies and applicable privacy laws. Access to such information will be restricted to authorized personnel only, and all records will be maintained confidentially.
- Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.

ACTIVE SHOOTER AND WORKPLACE VIOLENCE

Profile of an Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

How to respond when an Active Shooter is in your vicinity

1. Evacuate	2. Hide Out	3. Take Action
• Have an escape route and plan in mind • Leave your belongings behind • Keep your hands visible	• Hide in an area out of the active shooter's view • Block entry to your hiding place and lock doors	As a last resort and only when your life is in imminent danger: • Attempt to incapacitate the active shooter • Act with physical aggression (verbally and physically) and throw items at the active shooter
***** CALL 911 WHEN IT IS SAFE TO DO SO *****		



How to respond when Law Enforcement arrives on the scene

How you should react when Law Enforcement Arrives	
• Remain calm and follow officers' instructions • Immediately raise your hands and spread your fingers • Avoid making quick movements towards officers, such as attempting to hold on to them for safety	• Avoid pointing, screaming, and/or yelling • Do not stop to ask officers for help or directions when evacuation. Just proceed in the direction the officers entered the premises from.

Information you should provide to Law Enforcement	
• Location of active shooter • Number of shooters, if more than one • Physical description of shooter(s)	• Number and type of weapon(s) • Number of potential victims at the location

BOMB THREATS

Phone Bomb Threat

- Stay calm—do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by **CALLING 911**. If the supervisor is not present, you make the call.
- Fill out the *Bomb Threat Card* (See **Attachment 2**) to assist the responding agency.
- Decision to evacuate the building will be made by law enforcement personnel.
- Take the *Bomb Threat Card* with you if the building is evacuated.

Written Bomb Threat

- Remain calm and leave the message where it is found.
- Do not handle the document any more than necessary to preserve fingerprints and other evidence.
- Do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by **CALLING 911**. If the supervisor is not present, you make the call.
- Do not give information to anyone except supervisor and law enforcement personnel.



SEVERE WEATHER AND NATURAL DISASTERS

Tornado

- When a warning is issued by sirens or other means, seek shelter inside. Consider the following recommended locations for shelter:
 - 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.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place, in compliance with the Americans with Disabilities Act (ADA). 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.
- 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 the car stalls, abandon it immediately and climb to higher ground.

Blizzard

- Stay calm and await instructions from the Emergency Coordinator or the designated official.



- Stay indoors!
- If there is not 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, and fluids prevent dehydration.
- Wear layers of loose-fitting, lightweight, warm clothing, if available.

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 Emergency Coordinator or the designated official.
- Moor any boats securely, or move to a safe place if time allows.
- 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 by 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 acts of safety:



- 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.

EXTENDED POWER LOSS

In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge, causing damage to electronics and affecting sensitive equipment. (*Currently does not apply to the **Austin office**; confirmed by the IT Systems Administrator, Eric Gonzales.*)
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss. (*The Emergency Coordinator shall email the Building Manager/Landlord/Contact listed under EMERGENCY PHONE NUMBERS about this action to complete.*)
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Equipment that contains 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. (*Currently does not apply to the **Austin office**.*)

Upon restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation 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. (*The Emergency Coordinator shall email the Building Manager/Landlord/Contact listed under EMERGENCY PHONE NUMBERS (see **Attachment 4**) about this action to complete.*)



PERSONS WITH DISABILITIES

Employee and Supervisor Responsibilities

If you are an employee with a disability, there are critical steps you should take to help ensure that you will be safe during an emergency. First, inform your supervisor if you require assistance in the event of an evacuation. Second, work with your supervisor to develop a plan to ensure your safe evacuation in the event of an emergency. If you do not wish to share your needs with your supervisor, you should review the procedures to be followed in an emergency effecting your assigned facility and familiarize yourself with your evacuation route and assembly area.

If you are a supervisor, you are responsible for reviewing your facility's EAP with employees under your supervision, including those with disabilities, to ensure that each employee clearly understands procedures that must be followed during an emergency event. Be proactive in developing emergency plans to meet the needs of employees with a disability. You should also include your employees with disabilities in the decision-making process when selecting special equipment and developing evacuation procedures in collaboration with your building managers. Ensure the "Aide for Persons with Disabilities" (see **Attachment 3**) is notified of any employee that may require special assistance in the event of evacuation or emergency.

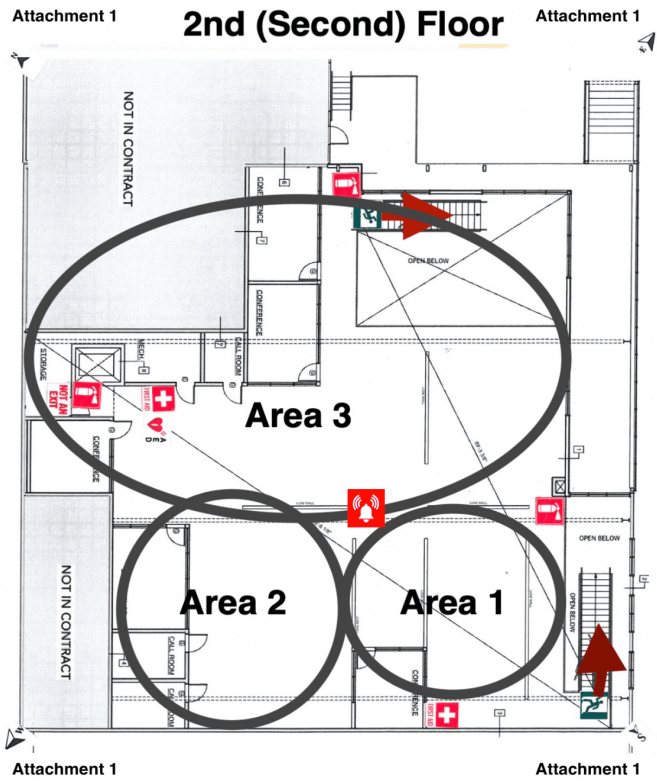
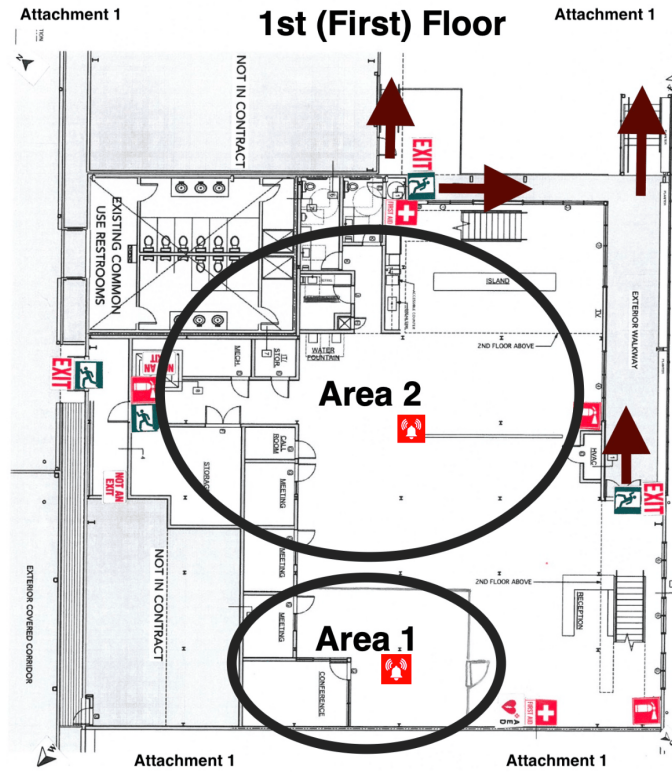
Procedures

Options for disability evacuation include:

- Shelter in Place - Take immediate shelter at the **designated location**.
- Transfer Board for a Wheelchair - A portable person lift for stairs, chairs, and cars/an emergency evacuation device used to allow two people to transfer a person downstairs; away from an area of danger, such as a burning building. *Zoho will provide colleagues who are based out of the **Austin office** with a Transfer Board for a Wheelchair to be used/available during work shifts at the office.*
- Two-person Carry - This is a way to carry a person to safety with the assistance of a partner. The two assistants link arms to form a backrest and grip wrists to form a seat. This method does not require any special device to be used for exit.

Attachment 1

Attachment 1





Attachment 2

Attachment 2

ATTACHMENT 2 BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

- Remain calm & do not hang up, keep the caller on the line for as long as possible
- If possible, signal other staff members to listen & notify Site Decision Maker(s)
- If the phone has a display, copy the number and/or letters on the display
- Write down the exact wording of the threat
- Record the call, if possible
- Fill out the Bomb Threat Checklist immediately

If you receive a written threat:

- Handle the document as little as possible
- Note date, time, and location the document was found
- Secure the document and do not alter the item in any way
- Notify the organization Site Decision Maker(s)

If you receive a social media or email threat:

- Do not turn off or log out of the account
- Leave the message open on the device
- Take a screenshot, or copy the message and subject line
- Note the date and time
- Notify the organization Site Decision Maker(s)

*** Refer to your local bomb threat management plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone in close proximity to a suspicious item
- Touch or move a suspicious item

IF A SUSPICIOUS ITEM IS FOUND, CALL 911

For more information about this form contact the CISA Office for Bombing Prevention at: OBP@cisa.dhs.gov



ATTACHMENT 2

ATTACHMENT 2 V3

ATTACHMENT 2 BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
☐ Female	☐ Animal noises	☐ Incoherent
☐ Male	☐ House noises	☐ Message read
☐ Accent	☐ Kitchen noises	☐ Taped message
☐ Angry	☐ Street noises	☐ Irrational
☐ Calm	☐ Booth	☐ Profane
☐ Clearing throat	☐ PA system	☐ Well-spoken
☐ Coughing	☐ Conversation	
☐ Cracking Voice	☐ Music	
☐ Crying	☐ Motor	
☐ Deep	☐ Clear	
☐ Deep breathing	☐ Static	
☐ Disguised	☐ Office machinery	
☐ Distinct	☐ Factory machinery	
☐ Excited	☐ Local	
☐ Laughter	☐ Long distance	
☐ Lisp		
☐ Loud		
☐ Nasal		
☐ Normal		
☐ Ragged		
☐ Rapid		
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

OTHER INFORMATION:

ATTACHMENT 2

ATTACHMENT 2



ATTACHMENT 3

ATTACHMENT 3

EAP Position and Personnel Roster/Designated Responsible Officials

EMERGENCY PERSONNEL NAMES AND PHONE NUMBERS

DESIGNATED RESPONSIBLE OFFICIAL: (Highest Ranking Manager at the Austin Office site, such as Director, Operations Manager, Human Resources)

Name: Tom Philipps (Operations Manager)

Phone: (512) 987-4400

Name: Eric Gonzales (IT Systems Administrator)

Phone: (512) 987-4440

Name: Christian Blood (North American People Operations/HR)

Phone: (650) 284-6952

EMERGENCY COORDINATOR:

Name: Annie Gonzales (Austin Office Manager)

Phone: (737) 610-3089

Aide for Persons with Disabilities (APD):

Name: Sam Mahmoud Phone: (737) 600-1852

Name: Christian Blood Phone: (650) 284-6952

**ATTACHMENT 3-continued****ATTACHMENT 3-continued****FLOOR/AREA CAPTAINS (FAC):**

<u>Name</u>	<u>Floor/Area</u>	<u>Phone</u>	<u>Email</u>
Burgener, Mark	1st-1	On file w/ IT	mark.burgener@zohocorp.com
Cianciosi, Scott	1st-1	716-680-2132	scott.c@zohocorp.com
Mahmoud, Sam	1st-1	737-600-1852	sam.m@zohocorp.com
Burrus, Laura	1st-2	on file w/ IT	laura@zohocorp.com
Elkins, David	1st-2	on file w/ IT	davidelkins@zohocorp.com
Hantsbarger, Alexandra	1st-2	on file w/ IT	alexandra@zohocorp.com
Shabdar, Ali	1st-2	on file w/ IT	ali@zohocorp.com
Acosta, Ana	2nd-1	512-820-6969	ana.acosta@zohocorp.com
Dow, Blake	2nd-1	on file w/ IT	blake@zohocorp.com
Rentfro, Melissa	2nd-1	512-663-3704	Melissa.rentfro@zohocorp.com
Jones, Victoria	2nd-2	on file w/ IT	victoria@zohocorp.com
Lopez, Kassandra	2nd-2	520-313-6121	kass@zohocorp.com
Seals, Joshua	2nd-2	on file w/ IT	joshua.s@zohocorp.com
Stanley, Mickey	2nd-2	on file w/ IT	mickey.stanley@zohocorp.com
Covert, Cameron	2nd-3	512-658-0177	cameron@zohocorp.com
Meharali, Samir	2nd-3	469-878-0059	samir@zohocorp.com
Penumatsa, Mahesh	2nd-3	on file w/ IT	maheshvarma.p@zohocorp.com
Thakrar, Ricky	2nd-3	on file w/ IT	ricky.thakrar@zohocorp.com



ATTACHMENT 4

ATTACHMENT 4

EMERGENCY PHONE NUMBERS

FIRE DEPARTMENT, PARAMEDICS, AMBULANCE, POLICE

911

BUILDING MANAGER, LANDLORD, COMMERCIAL BUILDING CONTACT:

Name: Angela Whiteley (3423 Holdings, LLC)

Phone: (512) 947-0201

Name: Bill Garner (3423 Holdings, LLC)

Phone: (512) 775-8314

Name: Billy Paquin (3423 Holdings, LLC)

Phone: (512) 645-0411, Phone: (512) 435-7575

UTILITY COMPANY EMERGENCY CONTACTS

Specify name of the company, phone number, and point of contact

ELECTRIC, WATER, GAS: The Designated Responsible Officials and/or the Emergency Coordinator will contact the Building Manager, Landlord, and/or Commercial Building Contact to inform of them of the emergency. It will be the Building Manager, Landlord, and/or Commercial Building Contact's responsibility to contact the electric, water, and/or gas company as, Zoho is not under contract with them.

TELEPHONE/INTERNET/ALARM COMPANY: ADT (512) 861-0857, LOGIX (281) 688-6231 & ASTOUND FIBER (800) 427-8686



Attachment 5

Attachment 5

FACT SHEET



PREVENTING THE SPREAD OF BLOODBORNE PATHOGENS

Bloodborne pathogens, such as bacteria and viruses, are present in blood and body fluids and can cause disease in humans. The bloodborne pathogens of primary concern are hepatitis B, hepatitis C and HIV. These and other bloodborne pathogens are spread primarily through:

- *Direct contact.* Infected blood or body fluid from one person enters another person's body at a correct entry site, such as infected blood splashing in the eye.
- *Indirect contact.* A person's skin touches an object that contains the blood or body fluid of an infected person, such as picking up soiled dressings contaminated with an infected person's blood or body fluid.
- *Respiratory droplet transmission.* A person inhales droplets from an infected person, such as through a cough or sneeze.
- *Vector-borne transmission.* A person's skin is penetrated by an infectious source, such as an insect bite.

Follow standard precautions to help prevent the spread of bloodborne pathogens and other diseases whenever there is a risk of exposure to blood or other body fluids. These precautions require that all blood and other body fluids be treated as if they are infectious. Standard precautions include maintaining personal hygiene and using personal protective equipment (PPE), engineering controls, work practice controls, and proper equipment cleaning and spill cleanup procedures.

TO PREVENT INFECTION, FOLLOW THESE GUIDELINES:

- Avoid contact with blood and other body fluids.
- Use CPR breathing barriers, such as resuscitation masks, when giving ventilations (rescue breaths).
- Wear disposable gloves whenever providing care, particularly if you may come into contact with blood or body fluids. Also wear protective coverings, such as a mask, eyewear and a gown, if blood or other body fluids can splash.
- Cover any cuts, scrapes or sores and remove jewelry, including rings, before wearing disposable gloves.
- Change gloves before providing care to a different victim.
- Remove disposable gloves without contacting the soiled part of the gloves and dispose of them in a proper container.
- Thoroughly wash your hands and other areas immediately after providing care. Use alcohol-based hand sanitizer where hand-washing facilities are not available if your hands are not visibly soiled. When practical, wash your hands before providing care.

TO REDUCE THE RISK OF EXPOSURE, FOLLOW THESE ENGINEERING AND WORK PRACTICE CONTROLS:

- Use biohazard bags to dispose of contaminated materials, such as used gloves and bandages. Place all soiled clothing in marked plastic bags for disposal or cleaning. Biohazard warning labels are required on any container holding contaminated materials.
- Use sharps disposal containers to place sharps items, such as needles.



FACT SHEET *Continued*

Attachment 5

Attachment 5

- Clean and disinfect all equipment and work surfaces soiled by blood or body fluids.
 - Use a fresh disinfectant solution of approximately 1½ cups of liquid chlorine bleach to 1 gallon of water (1 part bleach per 9 parts water, or about a 10% solution) and allow it to stand for at least 10 minutes.
 - Scrub soiled boots, leather shoes and other leather goods, such as belts, with soap, a brush and hot water. If worn, wash and dry uniforms according to the manufacturer's instructions.

IF YOU ARE EXPOSED, TAKE THE FOLLOWING STEPS IMMEDIATELY:

- Wash needlestick injuries, cuts and exposed skin thoroughly with soap and water.
- If splashed with blood or potentially infectious material around the mouth or nose, flush the area with water.
- If splashed in or around the eyes, irrigate with clean water, saline or sterile irrigants for 20 minutes.
- Report the incident to the appropriate person identified in your employer's exposure control plan immediately. Additionally, report the incident to emergency medical services (EMS) personnel who take over care.
- Record the incident by writing down what happened. Include the date, time and circumstances of the exposure; any actions taken after the exposure; and any other information required by your employer.
- Seek immediate follow-up care as identified in your employer's exposure control plan.

Occupational Safety and Health Administration (OSHA) regulations require employers to have an exposure control plan, a written program outlining the protective measures the employer will take to eliminate or minimize employee exposure incidents. The exposure control plan guidelines should be made available to employees and should specifically explain what they need to do to prevent the spread of infectious diseases.

Additionally, OSHA requires that a hepatitis B vaccination series be made available to all employees who have occupational exposure within 10 working days of initial assignment, after appropriate training has been completed. However, employees may decide not to have the vaccination. The employer must make the vaccination available if an employee later decides to accept the vaccination.

Check out OSHA's website (www.osha.gov) or refer to your employer's exposure control officer for more information on OSHA's Bloodborne Pathogens Standard (29 CFR part 1910.1030).



REMOVING DISPOSABLE GLOVES

Note: To remove gloves without spreading germs, never touch your bare skin with the outside of either glove.

1 PINCH GLOVE

Pinch the palm side of one glove near your wrist. Carefully pull the glove off so that it is inside out.



2 SLIP TWO FINGERS UNDER GLOVE

Hold the glove in the palm of your gloved hand. Slip two fingers under the glove at the wrist of the remaining gloved hand.



3 PULL GLOVE OFF

Pull the glove until it comes off, inside out. The first glove should end up inside the glove you just removed.



4 DISPOSE OF GLOVES AND WASH HANDS

After removing the gloves:

- Dispose of gloves and other personal protective equipment (PPE) in a proper biohazard container.
- Wash your hands thoroughly with soap and running water, if available. Otherwise, rub hands thoroughly with an alcohol-based hand sanitizer if hands are not visibly soiled.



Attachment 6

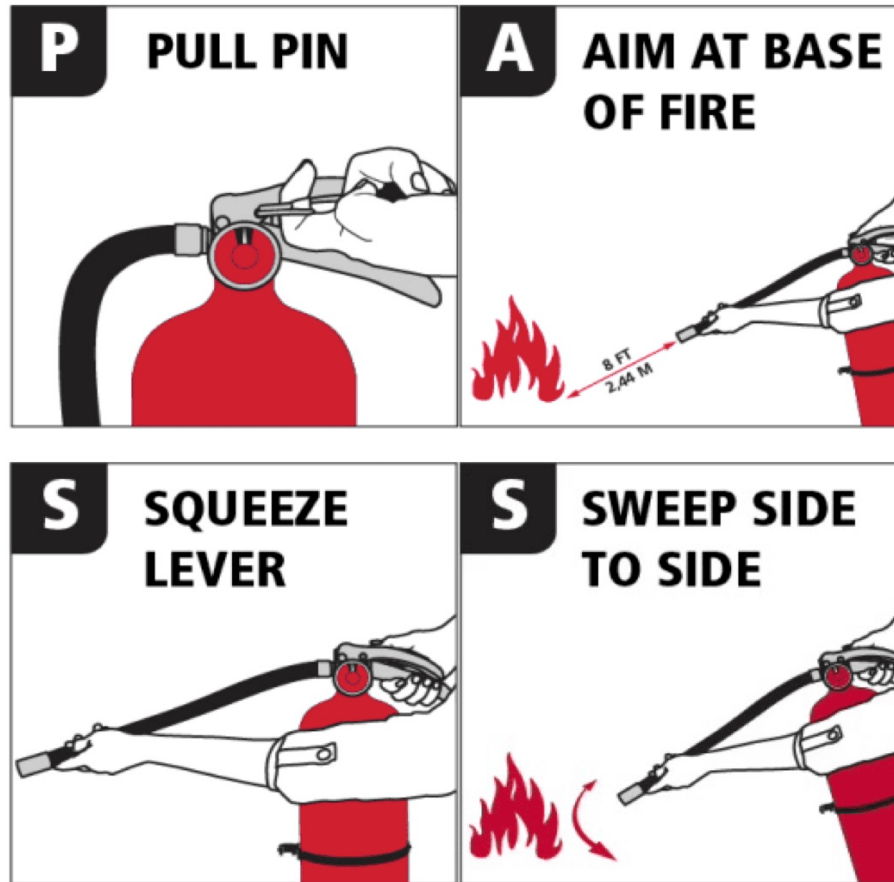
Attachment 6

Attachment 6

How to Use a Fire Extinguisher

<https://www.kidde.com/home-safety/en/us/support/help-center/browse-articles/articles/how-to-use-a-fire-extinguisher.html#> September 6, 2019

Stand away from the fire and follow the four-step PASS procedure recommended by the National Fire Protection Association:



P - Pull the pin and hold the extinguisher with the nozzle pointing away from you.

A - Aim low at the base of the fire.

S - Squeeze the lever slowly and evenly to discharge the extinguishing agent. (When the agent first hits the fire, the fire may briefly flare up. This should be expected.)

S - Sweep the nozzle from side to side, moving carefully toward the fire. Keep the extinguisher aimed at the base of the fire.

Attachment 6

Attachment 6