

Emergency Procedures

KNOXVILLE – 402 S. GAY ST. KNOXVILLE, TN 37902



What are Our Emergency Action Plans?

Mast General Store's number one responsibility in the event of an emergency is the health and safety of our employees and our guests. This Procedure Document establishes the minimum procedures for responding to various emergencies in any of our locations.

This Procedure Document applies to all Mast General Store employees, all guests and any vendors performing work on Mast property, and all other individuals who are visiting or have business with Mast General Store.

Our Emergency Procedures include an Emergency Action/Evacuation Plan to help prepare you for emergencies and help to protect our staff, our guests, and your store. As with any emergency, use common sense, be calm, and never attempt to be a hero.

All information in this plan complies with the Occupational Safety and Health Administration (OSHA) Subpart E, Emergency Action Plans: 29 CFR 1910.38 standard.

This plan may not cover all types of emergency situations but is intended to be used as a guideline.

Who is Responsible?

Mast General Store is responsible for Emergency Procedure Plan development and periodic review of the plan. Mast General Store is also responsible for ensuring appropriate employee training is provided regularly.

- **Mast General Store General Manager (GM) or Manager on Duty (MOD)** is responsible for enforcement of this program at each Mast location.
- **Employees** will comply with all procedures outlined in this policy.
- **Vendors or other visitors to Mast** locations (such as sales reps) shall comply with all procedures outlined in this policy.
- **GM/MOD** should assess the situation and, if necessary, make the order to evacuate or shelter in place.
- **GM/MOD** will call 911 when emergency services are required and will work with Fire/Police/Emergency Management as needed.
- **GM/MOD** will contact the Director of Stores/Human Resources (828.963.6511 or Ext. 9800).
- **GM/MOD** will conduct a full accounting of all store employees who were on site to verify the presence and ensure the safety of all scheduled staff. And, if necessary, the GM/MOD will contact staff on schedule but not present to inform them of circumstances and/or contingency plans.

Appendix Content

At the end of this Emergency Procedure document is a complete appendix of important phone numbers, identifying details for emergency exits and fire extinguishers, location floor maps, and critical facility details such as fire alarms, utility shut-off locations, and emergency shelter and gathering locations.

What Constitutes an Emergency for Evacuation or Sheltering Within the Store?

Fire (in the store or nearby)	Blizzard (or other extreme winter weather)
Explosion (in the store or nearby)	Biological threat
Flood	Toxic release
Tornado	Civil disobedience
Hurricane	Active Shooter/Workplace Violence

Our Procedures

Overview

All actions taken during an emergency will serve to protect the life and safety of employees, guests, vendors, visitors, and our facility neighbors. To the extent possible, we will minimize damage to property and the environment. Our emergency response activity will never knowingly jeopardize the safety of any individual.

Special Notice Regarding Outdoor or Off-Site Events

All Emergency Procedures outlined in this document also apply to any Mast Store event taking place outside of a specific store (ex. Sidewalk Sales, Community Relations events, etc.). As stated, with respect to emergencies occurring at any Mast Store location, the priority of anyone taking part in an off-site event is their own personal safety even if it means leaving behind Mast assets in order to seek shelter or to protect the health and safety of anyone participating in their capacity as a Mast Store employee.

Evacuation Routes and Maps

All evacuation exit routes are to be maintained accessible and passable at all times, to the extent possible. During merchandising or stocking, please consider that you may be blocking one or more exit routes and to plan your activity accordingly. Evacuation maps are posted at various locations throughout our locations. These maps reflect the location of marked emergency exits as well as possible methods of exit not normally associated with guest traffic such as backstock areas. The Appendix contains the specific copies of maps for your location.

Accounting for Personnel

As mentioned in the Responsibilities section above, the GM/MOD will be responsible for conducting a full accounting of all store employees who were on site to verify the presence and ensure the safety of all scheduled staff. Any time an evacuation of the building is necessary, the GM/MOD should take with them an accurate and up-to-date copy of the schedule to assist in accounting for all employees. If anyone is found to be missing, this information should be immediately shared with coordinating emergency personnel.

Individuals who have differing abilities that may impair their ability to evacuate are encouraged to discuss the issue with their GM/MOD as well as Human Resources. Necessary arrangements will be made confidentially to assist with evacuation.

Emergency Alarm System and Emergency Services Notification

In the event of an emergency the following methods can be used to communicate:

- Smoke alarms/fire pull locations are indicated in the store details of the Appendix.
- GM/MOD will ensure that all store guests, employees, and any visitors/vendors are notified in the event of an emergency and will communicate any orders to evacuate or shelter in place.
- GM/MOD may assign specific employees to calmly walk through the store directing guests to the closest exit in a calm but firm voice.
- GM/MOD may choose to use the paging system to assist with the evacuation.
- GM/MOD (or an individual assigned by the GM/MOD) will contact 911 for emergency services as needed.

In the case of imminent danger, call 9-1-1. No existing Mast General Store policy, practice, or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing. The following procedures can occur concurrently as needed, especially if it's a medical, workplace violence or hazardous spill emergency.

Procedures for Specific Types of Emergencies

Fire (or Explosion) - Evacuation

Employees discovering a fire will take the following action:

- Alert others in the area who are at risk and notify GM/MOD.
- Initiate the 911 notification if necessary.
- Initiate the fire alarm if needed.
- Consider using a fire extinguisher only for the purpose of maintaining a safe evacuation route.
- Evacuate.

Upon being alerted of a fire/explosion evacuation, all employees, guests, or other visitors will:

- Walk in an orderly and quiet manner to the exit closest to you not blocked by fire, smoke, or other hazards and exit the building.
- **Do not delay** evacuation or re-enter hazardous areas to retrieve personal possessions such as keys, coats, purses, etc.
- Report to designated meeting location for a head count. See the Appendix for Primary/Secondary Meeting Locations.
- Stay together as a group until further instructions are given.
- GM/MOD will alert the Director of Stores/Human Resources as indicated above.
- The location **will not** be reoccupied until approved by the fire department or local authorities.

Note: The GM/MOD will be the last to exit the building. They will check restrooms and other cut-off rooms to ensure evacuation and will close/lock doors upon leaving, if possible.

Hazardous Chemical Spill or Release - Evacuation

Hazardous chemical spills or releases can be recognized visually by seeing evidence of a chemical escaping from its' normal containment or by detecting an unusual odor. If a chemical spill or other hazardous substance release is suspected, all employees will do the following:

- Alert others in the area who are at risk and notify GM/MOD.
- Initiate the 911 notification if necessary.
- Evacuate.

Upon being alerted of a hazardous chemical spill/release evacuation, all employees, guests, or other visitors will:

- Walk in an orderly and quiet manner to the exit closest to you not blocked by chemical spill/release and exit the building.
- **Do not delay** evacuation or re-enter hazardous areas to retrieve personal possessions such as keys, coats, purses, etc.
- Report to designated meeting location for a head count. See the Appendix for Primary/Secondary Meeting Locations.
- Stay together as a group until further instructions are given.
- GM/MOD will alert the Director of Stores/Human Resources as indicated above.
- The location **will not** be reoccupied until approved by the fire department or local authorities.

No employee will take any action other than defensive actions to attempt to control a hazardous chemical spill or release unless they have been trained and equipped to respond.

Note: The GM/MOD will be the last to exit the building. They will check restrooms and other cut-off rooms to ensure evacuation and will close/lock doors upon leaving, if possible.

If Hazardous Chemical Spill or Release is outside of store, Shelter-in-Place guidelines should be followed similar to those found under Severe Weather below.

Severe Weather (Including Tornado, Hurricane, Flood, Severe Winter Weather) Shelter-in-Place

In the event that a severe weather warning is issued for your location, the following actions will be taken:

- GM/MOD will calmly notify employees and guests of severe weather warning. Guests will be given the option to leave or follow employees to shelter in place.
- GM/MOD will lock exterior doors.
- Depending on severity, walk in an orderly and quiet manner to the designated shelter-in-place location. See Appendix for Shelter-in-Place Locations.
- **Do not delay** sheltering or re-enter hazardous areas to retrieve personal possessions such as keys, coats, purses, etc.
- GM/MOD will conduct a head count to account for all employees.
- GM/MOD will alert the Director of Stores/Human Resources as indicated above.
- If necessary, GM/MOD will collect the Emergency Kit provided to the store and bring it to the shelter-in-place location.
- When the severe weather warning expires, employees will be allowed to exit the shelter location.

Note: GM/MOD will be the last to exit the department. They will check restrooms and other cut-off rooms to ensure evacuation.

⊕ Medical Emergency

In the event of a medical emergency the following actions will be taken:

- Notify GM/MOD.
- Initiate the 911 notification if necessary.
- GM/MOD will evaluate the scene and all uninvolved employees should stay at a safe distance.
- Carefully follow our Accident/Incident Response Procedures.

For Employees:

<https://www.maststoremainstreet.com/sites/default/assets/File/Training/Emergency%20Procedures/2025/Employee---Incident-Accident-Procedures-2025.pdf>

For Managers:

<https://www.maststoremainstreet.com/sites/default/assets/File/Training/Emergency%20Procedures/2025/Manager-Incident-Accident-Procedures-2025.pdf>

- **Do not move** the ill/injured person (unless they are in danger from their surroundings).
- Avoid all contact with blood and other bodily fluids.
- Remain calm and professional while being supportive of the guest.
- GM/MOD may assign up to two employees to wait for the EMS responders at the entrance and guide the responders to the scene of the emergency.
- All uninvolved employees should clear the area.
- GM/MOD will alert the Director of Stores/Human Resources as indicated above.

Bloodborne Pathogens

Bloodborne pathogens are pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include but are not limited to hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Items or surfaces that have the presence of blood or other potentially infectious materials are considered contaminated. If there has been **any** blood or bodily fluid released, your location has been provided with a Bloodborne Pathogens Cleanup Kit. This kit is located in the same place as the Emergency Kit provided to your location.

Please note this additional guidance when dealing with the potential for bloodborne pathogens:

Always wear gloves when cleaning up blood or bodily fluids. In your bloodborne pathogens kit, you have been provided with all necessary Personal Protective Equipment (PPE) including Nitrile Gloves, Disposable Face Mask with Shield, Infection Control Gown, Bouffant (hair cover), Shoe Covers, Absorbent Powder, Plastic Scoop, Biohazard Disposal Bag, Antiseptic Towelettes, Hand Sanitizers, Germicidal Wipes, Paper Towels, and CPR Protector.

- Clean and sanitize all work surfaces that were in contact with blood and other bodily fluids immediately.
- Dispose of all used PPE, soiled towels, etc., in red biohazard bag (provided with your kit).
- Wash your hands immediately after cleaning up or being exposed to blood with soap and warm water.

Exposure Recommendations

If another person's blood or bodily fluid contacts your skin or mucus membranes, follow these steps to remain safe:

- Wash your skin with large amounts of soap and warm water.
- Flush the mucus membranes with large quantities of warm water.
- Report the incident to your supervisor immediately.
- Seek medical care if necessary.



Workplace Violence (or Other Civil Disturbance)

Violence in the workplace has increasingly become a concern for all businesses. While we hope these situations never happen or are extremely rare, Mast recognizes the need to prepare our employees in the event that violence occurs. Mast's primary concern is your safety and the safety of our guests. **Do not attempt to be a hero.** Focus on remaining safe and out of harm's way.

Workplace violence will be handled as follows:

- Any employee who witnesses a violent act, threat of violence, or is otherwise concerned should immediately call 911 and report it to the GM/MOD. **Never ignore violent behavior of any type.**
- If immediate action is necessary, GM/MOD will:
 - Advise employees, guests, or visitors most at risk to take shelter or to evacuate to other safe areas.
 - Meet the police, expand the evacuation, and coordinate a head count.
- If immediate action is not deemed necessary, GM/MOD will alert the Director of Stores/Human Resources of the incident. The Director of Stores may call on the GM/MOD to take additional actions depending on the type and severity of the incident.

Above all, employees should follow the instruction of their GM/MOD and any law enforcement officials who are responding to instances of workplace violence.



Robbery

As in the case of Workplace Violence outlined above, Mast's number one concern in the event of a robbery is for the safety and security of employees and guests. Use the following procedures if a robbery takes place:

- Remain calm and avoid any action that might incite the robber to act violently. The robber may be nervous, and further excitement by the employee can cause the robber to panic and harm the employee or bystanders.
- Obey the robber's instructions, even if it appears that employees cannot be harmed. Money and property are **never** worth the price of a life.
- Take **no** action that would jeopardize the safety of employees or guests. Cooperate with the robber and do not try to become a hero. Robbers almost never hurt anyone who cooperates.
- If the robber displays a firearm or claims to have one, consider it loaded and dangerous to your life.
- Be observant. Plan to be a good witness. Try to notice as much as possible about the robber.
- If the robber uses a note, place it out of sight to retain as evidence.
- Immediately after the robbery but only once it has been determined that everyone is safe and uninjured, call the police.
- Close and secure your location and be prepared to follow all instructions given by law enforcement to aid them in investigating the crime scene.
 - All guests are expected to stay until law enforcement arrives in order to be interviewed and to provide their account of the robbery. If a guest insists on leaving, take down their full name and contact information so law enforcement can reach out to them in the future.
- GM/MOD will alert the Director of Stores/Human Resources as indicated above.

Maintaining Situational Awareness

Situational awareness is the perception of environmental elements and events, the comprehension of their meaning, and the projection of their future status. However, our stores are often busy environments and key indicators or signals of danger can easily be missed if you aren't practicing situational awareness consistently.

Situational awareness involves three elements – observation, comprehension, and anticipation.

1. **Observe** what is happening around you and take in all the elements of your environment.
2. **Comprehend** the situation you are experiencing.
3. **Anticipate** what is likely to occur next based on what you understand to be happening now.

Here are some tips to help you be mindful of your surroundings so you can take appropriate and immediate action in the event of an emergency:

- **Be aware of what should be normal in your situation.** The environmental baseline is what you've experienced in similar environments and situations. Determine what should be considered normal sounds, behaviors, and sights in your current situation so you have a frame of reference to compare unusual behavior to.
- **Use your imagination to plan for different situations.** While it's not always good to let your imagination run wild about possibly dangerous situations, you can use it to establish scenarios in your mind and plan for ways to address them. This includes familiarizing yourself with your store's floor plan by reviewing the maps included in the Appendix.
- **Don't get distracted.** When you focus on one thing so hard that you are too distracted to identify potential threats around you, that is referred to as "focus lock." Focus lock is a perfectly normal thing to do, but it can significantly hinder or reduce your situational awareness. Mast's Electronic Device Policy is, of course, designed to ensure your focus is always on our guests and their experience in our stores. However, electronic devices are also the single most common cause of focus lock.
- **Trust your gut feelings.** Sometimes, you've identified the situational baseline in your mind, assessed any possible threats around you, and have a strategy to get away from anything that may happen, but you still can't shake a sense that something's wrong. Trust that feeling.

Company Communications During and Following an Emergency

Mast recognizes that employees at unaffected locations may be concerned for the well-being and safety of co-workers or guests at the affected location and may wish to be informed about the circumstances. There are many reasons why this may or may not be feasible or advisable, especially if there is an ongoing risk to the health and safety of anyone in the immediate vicinity.

Mast will communicate to all employees in a way that is deemed appropriate, takes into consideration the safety and security of all our locations, and respects the privacy of those involved. Employees are asked not to engage in rumors or speculation. If you wish to, you may speak one-on-one with your GM/MOD who will provide you with only the information that Mast considers necessary. Mast will never withhold any information that it considers critical to protecting the health and safety of any employee.

Post-Emergency Support

Emergencies can be, and often are, traumatic for those involved. The Mast family is here to support any employee who is experiencing traumatic feelings following an emergency. You are encouraged to speak to your GM/MOD and our Human Resources team any time you are feeling uneasy, scared, or are reliving the situation in ways that are unhealthy or damaging to your emotional or physical wellness in the aftermath of an emergency.

Our Employee Assistance Program (EAP) is also an excellent resource for you if you need support or information on finding referral resources to help you deal with the emotional impacts following any traumatic event. Information on our EAP can be found on Mainstreet in the Perks & Benefits section of the site, or by following this link: <https://www.maststoremainstreet.com/index.cfm/perks-benefits/insurance/employee-assistance-program/>.

Ongoing Training and Updates

Once this plan is completed with information relevant to the store's location and personnel, the plan should be shared with all store staff at least bi-annually. Be sure to include:

- Individual roles and responsibilities of managers and staff.
- What threats are particular to your store.
- Communication process for evacuation.
- Location of first aid kits and fire extinguishers.
- Review of escape/ exit routes.
- Primary and secondary outside meeting locations.

If significant changes or updates are necessary, please contact Human Resources and the Training & Development team so they can quickly make the changes and provide an updated document version to the affected location.

Appendix

Critical Details for Knoxville

The following are contact details including local emergency services, specific store staff, nearby businesses, building details, and emergency shelter or gathering locations. This information will be updated regularly as needed.

Emergency Contact List

EMERGENCIES – DIAL 911

Location: Knoxville – 402 S. Gay St. Knoxville, TN 37902

Local Police (865) 215-7450

Local Fire Department (865) 595-4480

Hospital UT Medical Center – (865) 305-9000; Fort Sanders Regional Medical Center – (865) 331-1111

Telephone Company *Always Call IT First! Only call ADNS if you have tried multiple times to contact IT.* ADN Solutions – (828) 285-8882

Gas Company Knoxville Utilities Board – (865) 524-2911

Electric Company Knoxville Utilities Board – (865) 524-2911

Alarm Company Tyco – 1-800-289-2647

General Manager Cell Natalea Cummings – (865) 406-8777

Area Manager Cell Shayna Harris – (615) 840-5380

Area Manager Cell Chandler Smith – (865) 719-5362

Area Manager Cell Jim Ozdych – (865) 640-6439

EMERGENCIES – DIAL 911

Emergency Action/Evacuation Plan

Location: Knoxville

Alarm control panel/ smoke-fire pulls/ sprinkler systems locations and shut off:

- Alarm Control Panel – Entrance at the front doors on the first floor in the Fashion Department
Password (candy)
- Smoke-Fire Pulls – Near the posterior wall, on the left-hand side in the antique room
 - Near the posterior wall, on the left-hand side in the antique room basement at the emergency exit door on the third floor
 - On the wall near the alley, in the left room of POP Rooms in the basement on the third floor
 - At the bottom of the staircase in the basement on the third floor
 - At the exit door in the elevator room of the basement on the third floor
 - Near the server box located in the Outdoor & Shoe Department backstock, near the Mechanical Room on the second floor
 - At the emergency exit door on the anterior wall in the Outdoor & Shoe Department on the second floor
 - At the emergency exit door on the posterior wall in the Outdoor & Shoe Department on the second floor
 - On the right-hand side at the front entrance in the Fashion Department on the first floor
 - On the right-hand side at the back entrance in the Mercantile Department on the first floor
 - Inside of the Mechanical Room at the emergency exit door on the second floor

Propane / kerosene / HVAC units' locations and shut-off valves:

- HVAC Unit – Mechanical Room located in the Outdoor & Shoe Department backstock on the second floor

Circuit breaker's location(s):

- 1st floor in the Mercantile & Candy Department backstock area next to the stereo
- Hallway of the employee area on the second floor

Fire extinguisher locations (*Please see the Emergency Evacuation Map(s)*):

Fire extinguishers are used to extinguish small fires and to protect evacuation routes.

Evacuating the Building

Assign staff to calmly walk through the store directing guests to the closest exit not blocked by fire, smoke, or other hazards in a calm but firm voice. Explain the store is being evacuated and they must leave the store immediately. Inform the guests of the location of our outside meeting area. Be aware of any disabilities such as hearing and vision. You may choose to use your intercom/phone paging system to assist with the evacuation. Staff should not take personal articles with them but should leave the building promptly as directed by the GM/MOD.

In the event you cannot reach the primary meeting area understand that people may flee to the primary or secondary meeting area depending on proximity.

For the outdoor location choose one or several locations that are: well away from the building and hazardous areas such as chemical or fuel storage, out of the traffic flow patterns of responding emergency vehicles, if possible, upwind considering prevailing winds, and within easy communication distance for the GM/MOD to see or be able to reach all locations.

Primary outside meeting area located away from the store:

- Knoxville Visitors Center (301 S. Gay Street, Knoxville, TN 37902)
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Secondary outside meeting area located away from the store:

- At the stage area located in Market Square (Market Sq. Mall, Knoxville, TN 37902)
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Emergency escape routes (List all exit routes) – Also shown on Emergency Evacuation Maps

- Near the posterior wall, on the left-hand side in the antique room of the basement
on the third floor
 - The elevator room in the basement on the third floor
 - On the left-hand side of the posterior wall in the Outdoor & Shoe Department, next to the doors leading into the shoe backstock area on the second floor
 - On the anterior wall of the Outdoor & Shoe Department on the second floor
 - Front entrance on the first floor in the Fashion Department on the second floor
 - Back entrance on the first floor in the Mercantile Department on the second floor
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Sheltering-in-Place

For the indoor location, choose one or several locations that are: away from exterior walls, do not have windows, are in the basement or interior of the building and if possible, have a substantial secondary roof.

Location:

- In the basement on the third floor
-
-
-

Emergency Kit Location (Contains mobile first aid kit, flashlight, emergency weather radio, batteries) and **Bloodborne Pathogen Cleanup Kit Location** (Contains Nitrile Gloves, Disposable Face Mask with Shield, Infection Control Gown, Bouffant (hair cover), Shoe Covers, Absorbent Powder, Plastic Scoop, Biohazard Disposal Bag, Antiseptic Towelettes, Hand Sanitizers, Germicidal Wipes, Paper Towels, and CPR Protector) *Please contact Supplies to refill any needed replacements as they are used.*

- Office
-
-

Other First Aid Kit Locations:

- Outside the door in the employee restroom on the second floor
 - In the basement at the doors leading into the antique room on the third floor
-
-
-

Winter Storms

GM/MOD should monitor current and future weather conditions to determine and make assessment of risks or danger that would dictate an adjustment to normal operating hours to ensure the safety of staff members to safely commute to and from location. GM/MOD should call the **Director of Stores / Support Facility (828-963-6511)** to discuss change in operating hours.

Identify key-holders and staff members (include phone number) who live close to the store or who are comfortable driving in snow. List in phone tree order of first to call, etc.:

- Key Holders – Natalea Cummings (865) 406-8777, Shayna Harris (615) 840-5380,
Chandler Smith (865) 719-5362, Jim Ozdych – (865) 640-6439
- Peter Moore (865) 712-1159
- Jenny Moore (865) 712-1163
- Jim Myers (865) 291-8582
- Michael Bensey (865) 659-1956
- Clara Johnson (901) 592-7899
- Tina Werden (949) 641-7135
- Regan Jordan (828) 735-2748
- Tucker Riley (865) 384-0839

Know Your Neighbors

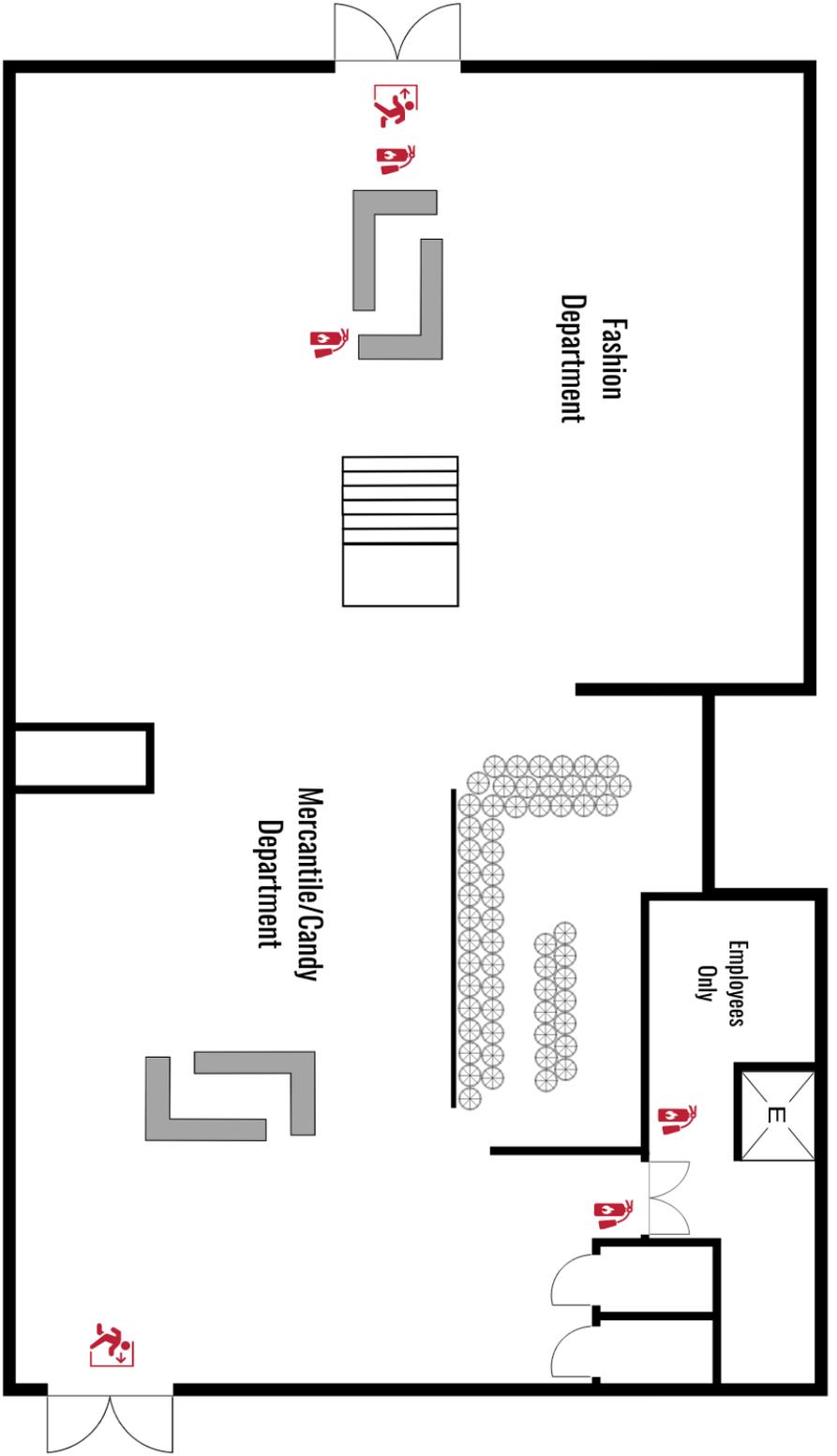
Emergency situations are not always limited to our facilities. Our neighbors in the geographic areas in which we operate may also experience emergencies. Being familiar with our neighbors and how to communicate with them in the event of an emergency is an important element of our Emergency Action Planning. Being aware of hazardous material spills, chemical release, active shooter scenarios or other situations in which physical safety is threatened is critically important.

Identify key contacts for neighboring businesses:

- Faris Eid (DIA, above the store) (865) 740-8984
- Lance Fiske (Downtown Wine & Spirits-across the street from the store)
(931) 273-9110
- Bacon & Co (865) 523-9181

Location Maps
Main Floor

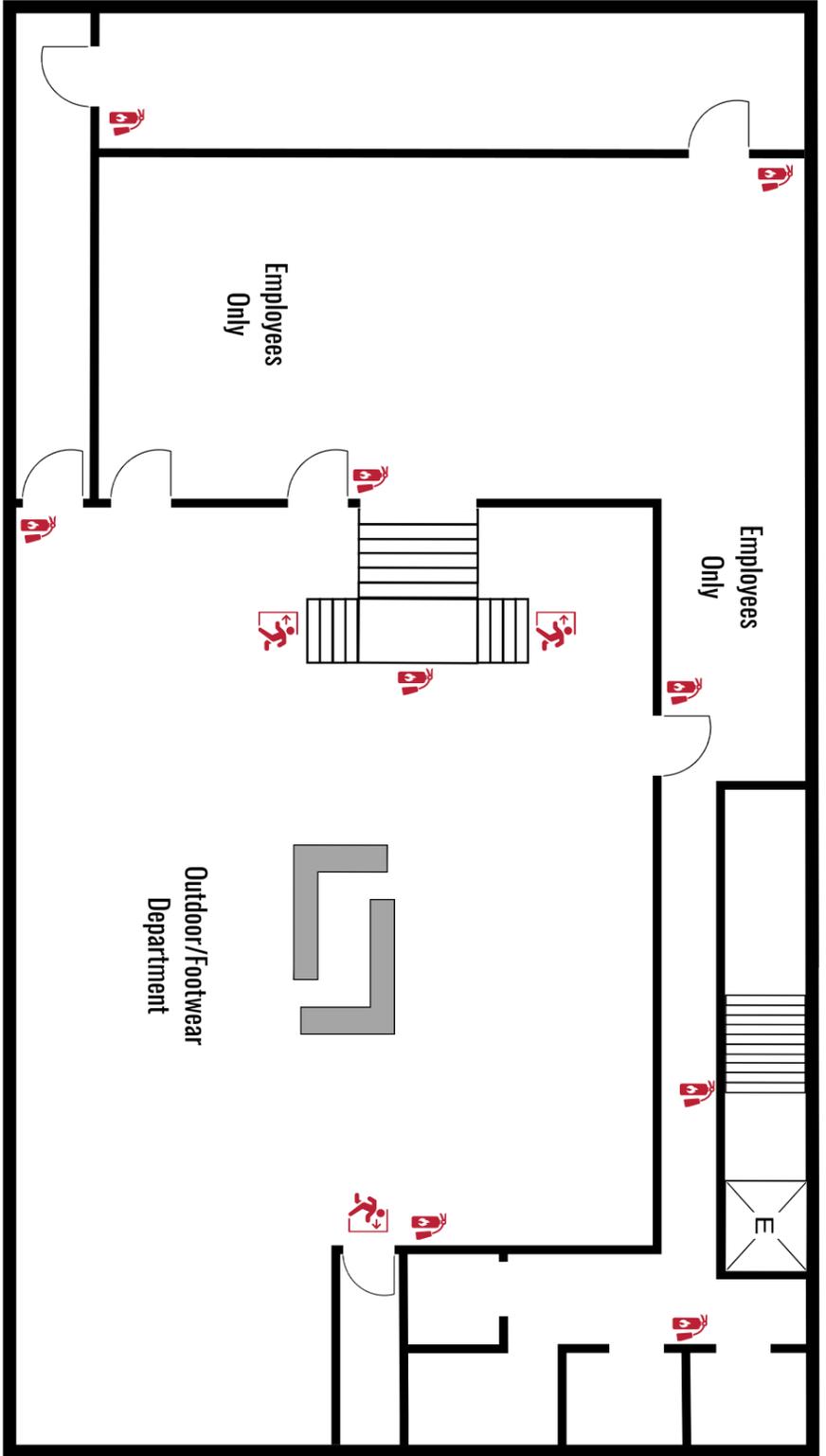
← Gay St. →



Emergency Exit
Fire Extinguisher

EMERGENCY EVACUATION MAP

Bottom Floor

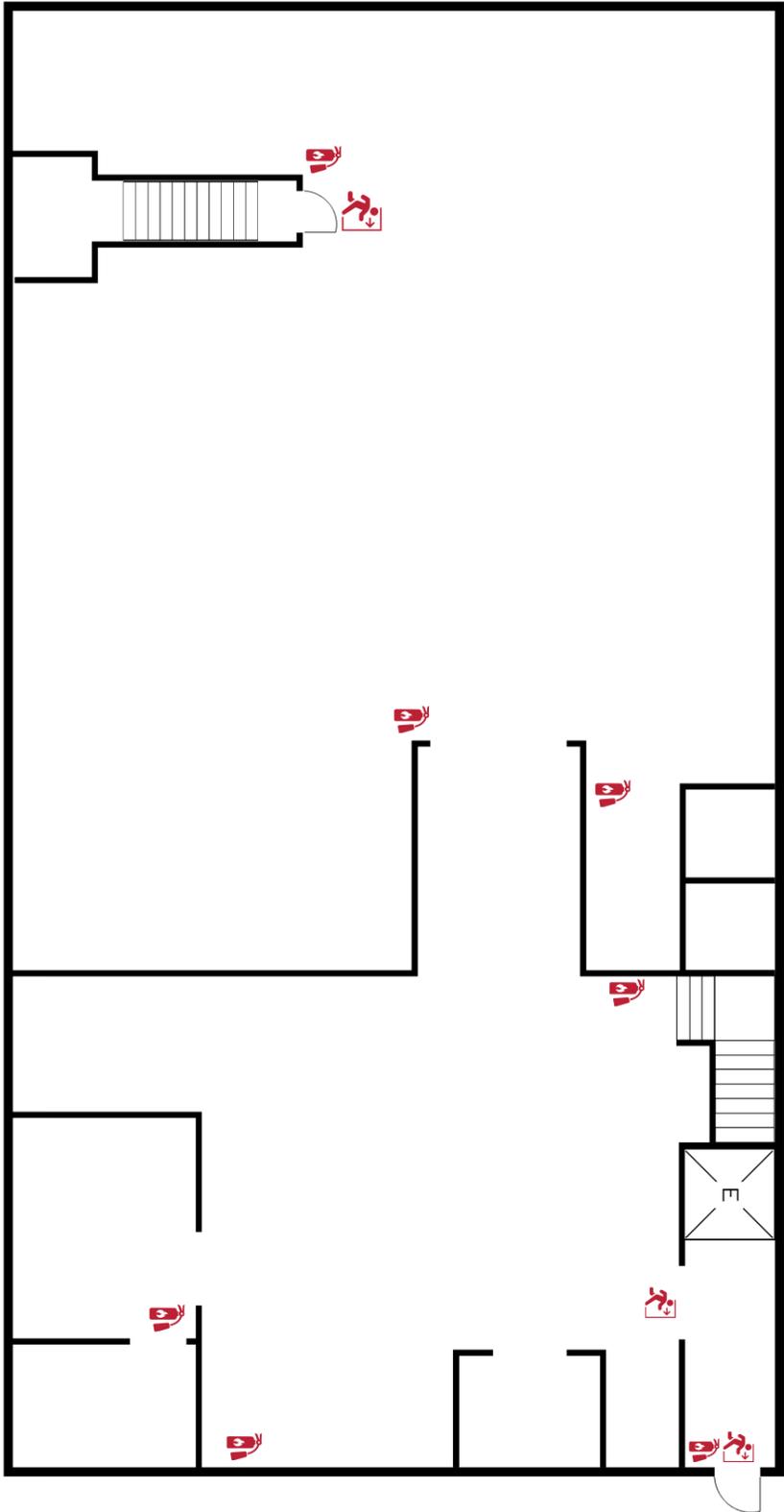


 Emergency Exit
 Fire Extinguisher



EMERGENCY EVACUATION MAP

Basement



EMERGENCY EVACUATION MAP