

# Emergency Procedures

SUPPORT FACILITY – 200 PUNKIN CENTER, BANNER ELK, NC 28604



## 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 location. 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.

- **Support Facility managers** are responsible for enforcement of this program at each 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.
- **Executives/Directors/Managers** should assess the situation and, if necessary, make the order to evacuate or shelter in place.
- **Executives/Directors/Managers** will call 911 when emergency services are required and will work with Fire/Police/Emergency Management as needed.
- **Executives/Directors/Managers** will communicate with Human Resources (828.963.6511 or Ext. 9800). In certain events where Support Facility or CPC operations may have a direct impact on our store operations, the Director of Stores should also be notified.
- **Executives/Directors/Managers** will conduct a full accounting of all location employees who were on-site to verify the presence and ensure the safety of all scheduled staff. And, if necessary, the **Executives/Directors/Managers** 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 Location?

Fire (in the facility or nearby)	Blizzard (or other extreme winter weather)
Explosion (in the facility 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 or location (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, **Executives/Directors/Managers** will be responsible for conducting a full accounting of all employees who were on site to verify their presence and ensure the safety of all scheduled staff. Any time an evacuation of the building is necessary, 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 **Executives/Directors/Managers** 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 location details of the Appendix.
- **Executives/Directors/Managers** will ensure that all 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.
- **Executives/Directors/Managers** may assign specific employees to calmly walk through the location directing guests/visitors to the closest exit in a calm but firm voice.
- **Executives/Directors/Managers** may choose to use the paging system to assist with the evacuation.
- **Executives/Directors/Managers** (or an individual assigned by the **Executive/Director/Manager** ) 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 **Executives/Directors/Managers**.

- 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.
- The location **will not** be reoccupied until approved by the fire department or local authorities.

*Note: The **Executives/Directors/Managers** 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 **Executives/Directors/Managers**.
- 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.
- 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 **Executives/Directors/Managers** 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 building, 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:

- **Executives/Directors/Managers** will calmly notify employees and guests of severe weather warning. Guests/Visitors will be given the option to leave or follow employees to shelter in place.
- **Executives/Directors/Managers** 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.
- **Executives/Directors/Managers** will conduct a head count to account for all employees.
- If necessary, **Executives/Directors/Managers** will collect the Emergency Kit provided to the facility 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: **Executives/Directors/Managers** 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 **Executives/Directors/Managers**.
- Initiate the 911 notification if necessary.
- **Executives/Directors/Managers** 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.
- **Executives/Directors/Managers** 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.
- **Executives/Directors/Managers** will alert 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 an **Executive/Director/Manager**. **Never ignore violent behavior of any type.**
- If immediate action is necessary, **Executives/Directors/Managers** 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, **Executives/Directors/Managers** will alert Human Resources of the incident.

Above all, employees should follow the instruction of their **Executives/Directors/Managers** 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.

## 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 and facilities 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 location'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.
- **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 **Executive/Director/Manager** 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 **Executives/Directors/Managers** 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 location and personnel, the plan should be shared with all staff at least bi-annually. Be sure to include:

- Individual roles and responsibilities of managers and staff.
- What threats are particular to your location.
- 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 Support Facility

The following are contact details, including local emergency services, specific 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: Mast Store Support Facility – 200 Punkin Center, Banner Elk, NC 28604**

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Local Police Watauga County Sheriff – 1-828-264-3761

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Local Fire Department Shawneehaw Fire Department – (828) 963-4180

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Hospital Appalachian Regional Healthcare System – Watauga Medical Center – (828) 262-4100 or (800) 443-7385

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

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Gas Company Appalachian Energy – (828)-262-3637

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Electric Company Blue Ridge Electric – (828)-264-8894

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Alarm Company Creekside – (828)-264-3039

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The following Support Facility managers/key contacts are to be contacted in the event of an emergency:

Key Contact Cell Terry Moore (828) 773-6758

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Key Contact Cell Scotty Dalton (828) 773-1282

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Key Contact Cell Dillon Church (828) 406-7399

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Key Contact Cell

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### EMERGENCIES – DIAL 911

# Emergency Action/Evacuation Plan

**Location:** Support Facility

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

- Alarm control panel inside main door of the lobby, inside lower Buyer entrance and inside pricing entrance from Dumpsters
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**Propane / kerosene / HVAC units' locations and shut-off valves:**

- Propane shut off for main building is between warehouse and Brown Apartment on the tank
  - Propane cut off for Maintenance and white house is beside the white house on the tank
  - Brown Apartment cutoff is behind the Brown App on the tank
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**Circuit breaker's location(s):**

- Main building Breakers are beside reception in the closet
  - Warehouse is beside forklift charging station
  - Pricing is in the far corner beside the exit door
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**Fire extinguisher locations (*please use Emergency Evacuation Map for all fire extinguisher locations*):**

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

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## Evacuating the Building

Executives/Directors/Managers decide if the building should be evacuated. Intercom/phone system may be used to assist with the evacuation. Staff should not take personal articles with them but should leave the building promptly as directed by the Executives/Directors/Managers.

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 Executives/Directors/Managers to see or be able to reach all locations.

**Primary outside meeting area** located away from the location:

- Lower parking lot
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**Secondary outside meeting area** located away from the location:

- Delivery truck parking and grassy area between pricing and marketing
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**Emergency escape routes (List all exit routes) – Also shown on Emergency Evacuation Maps**

- Front door of SF, entry to reception

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- Side door exit in IT hallway

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- Side door exit in HR hallway

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- Rear door in lower-level conference area

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- Rear door in 1<sup>st</sup> office hallway of lower level

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- Rear door to upper parking lot at the back of Receiving

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- Back of RTV office

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- End of warehouse along wall leading to Pricing

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- Truck loading dock door

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- Rear and middle of Pricing area

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- Pricing break room hallway

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- Pallet staging area-rear wall

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- Front and back doors of Marketing House

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- Front and back doors of Brown Apartment

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- Front and Rear entrances to Quonset Hut

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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:

- Lower level of Support Facility offices
- Pallet staging area in Pricing
- Can also use Accounting hallway area as it is interior and mostly protected

**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.*

- Support Facility front desk
- Support Facility downstairs conference room/break room
- Pricing break room area
- Marketing Kitchen area
- Maintenance break room

### Other First Aid Kit Locations:

- Wall of front lobby next to break room
- Along wall of Receiving next to eye wash station
- In breakroom area of Pricing
- Kitchen area of Marketing House
- Inside front door of Quonset hut

## Winter Storms:

Executives/Directors/Managers 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. Executives/Directors/Managers should contact the Director of Stores to discuss any change in operating hours that may impact store operations.

## 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 a crucial 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.

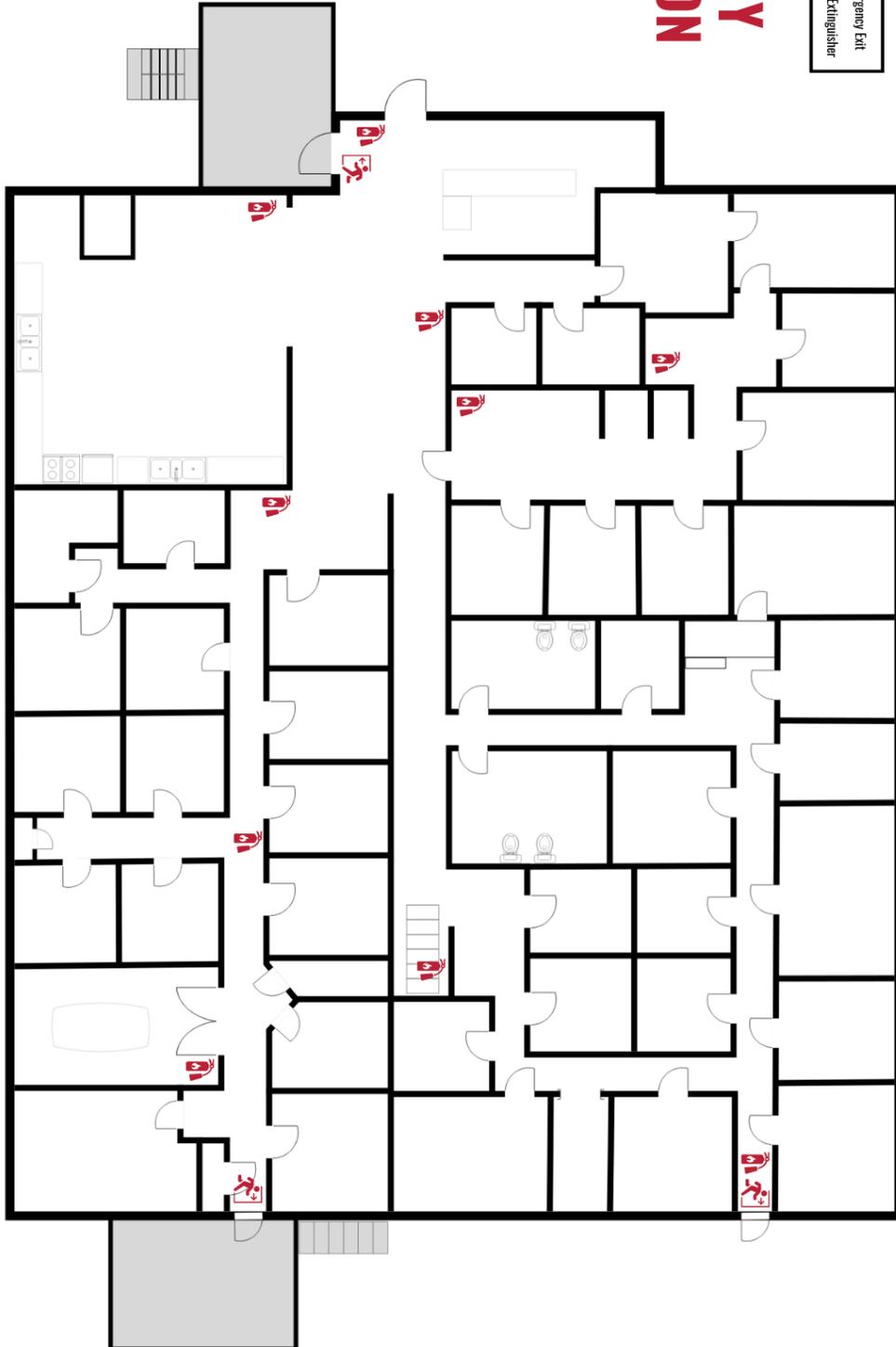
- Valle Crucis Conference Center – 828-963-4453 – Margaret Love, Exec. Dir., Wendell Seaver,  
Business Mgr.

# Location Maps – Support Facility and Surrounding Buildings



## EMERGENCY EVACUATION MAP

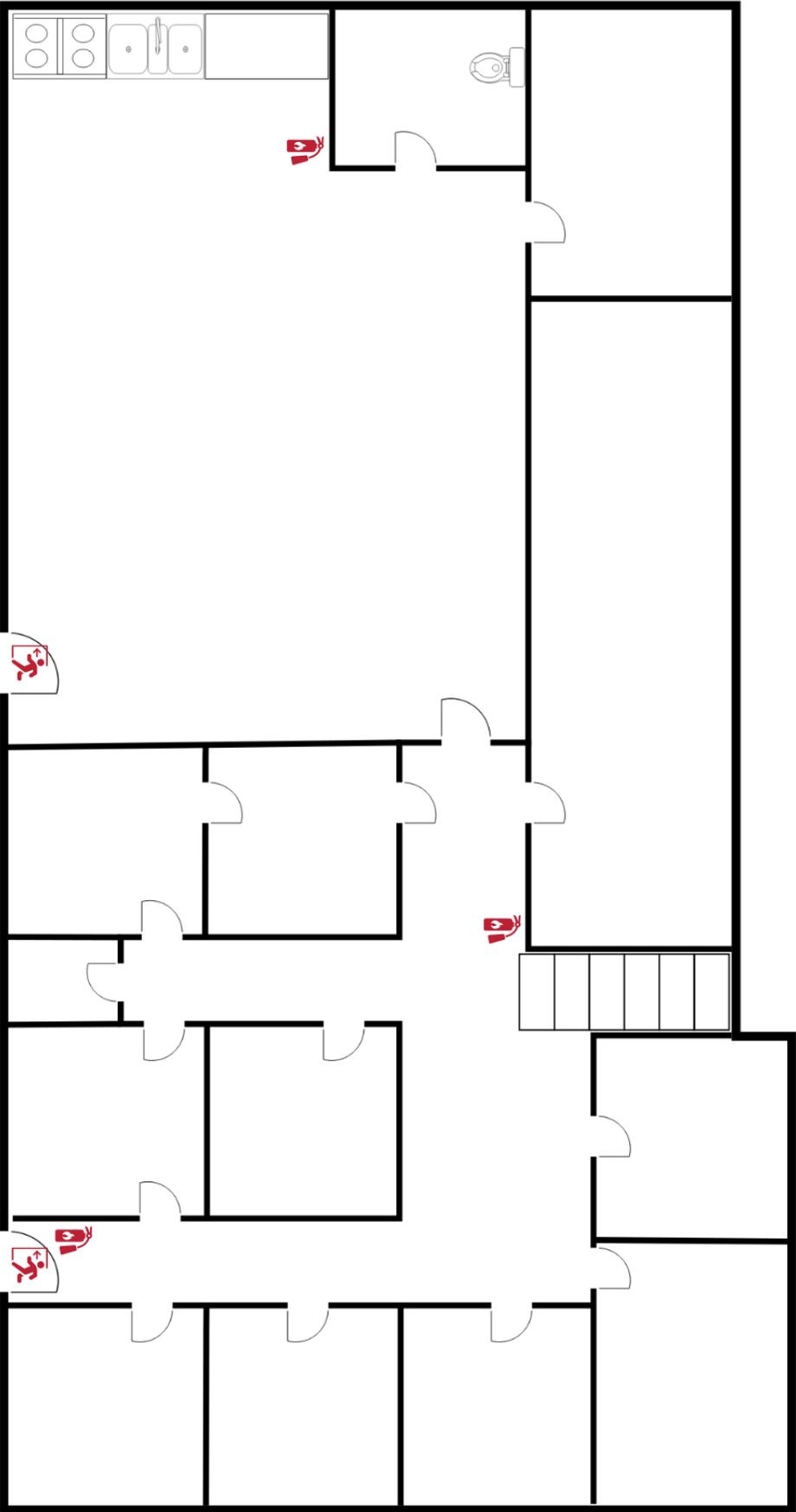
### Support Facility - Main Floor





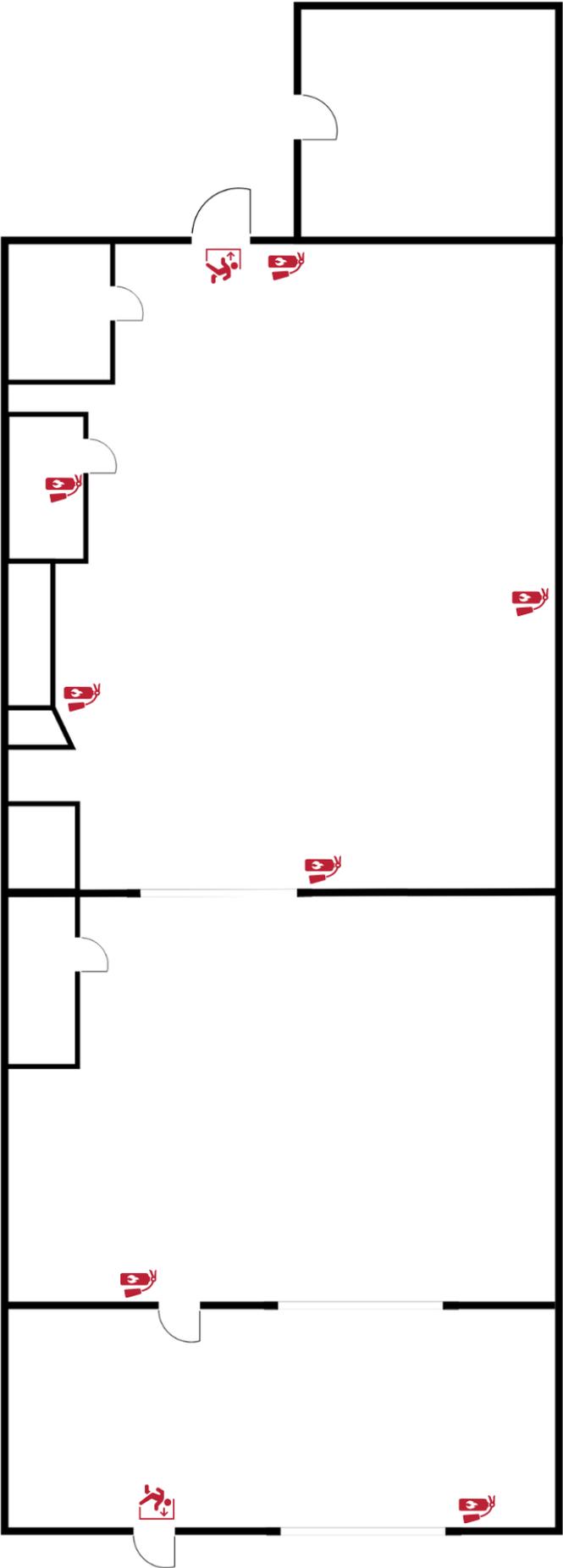
# EMERGENCY EVACUATION MAP

Support Facility -  
Lower Floor



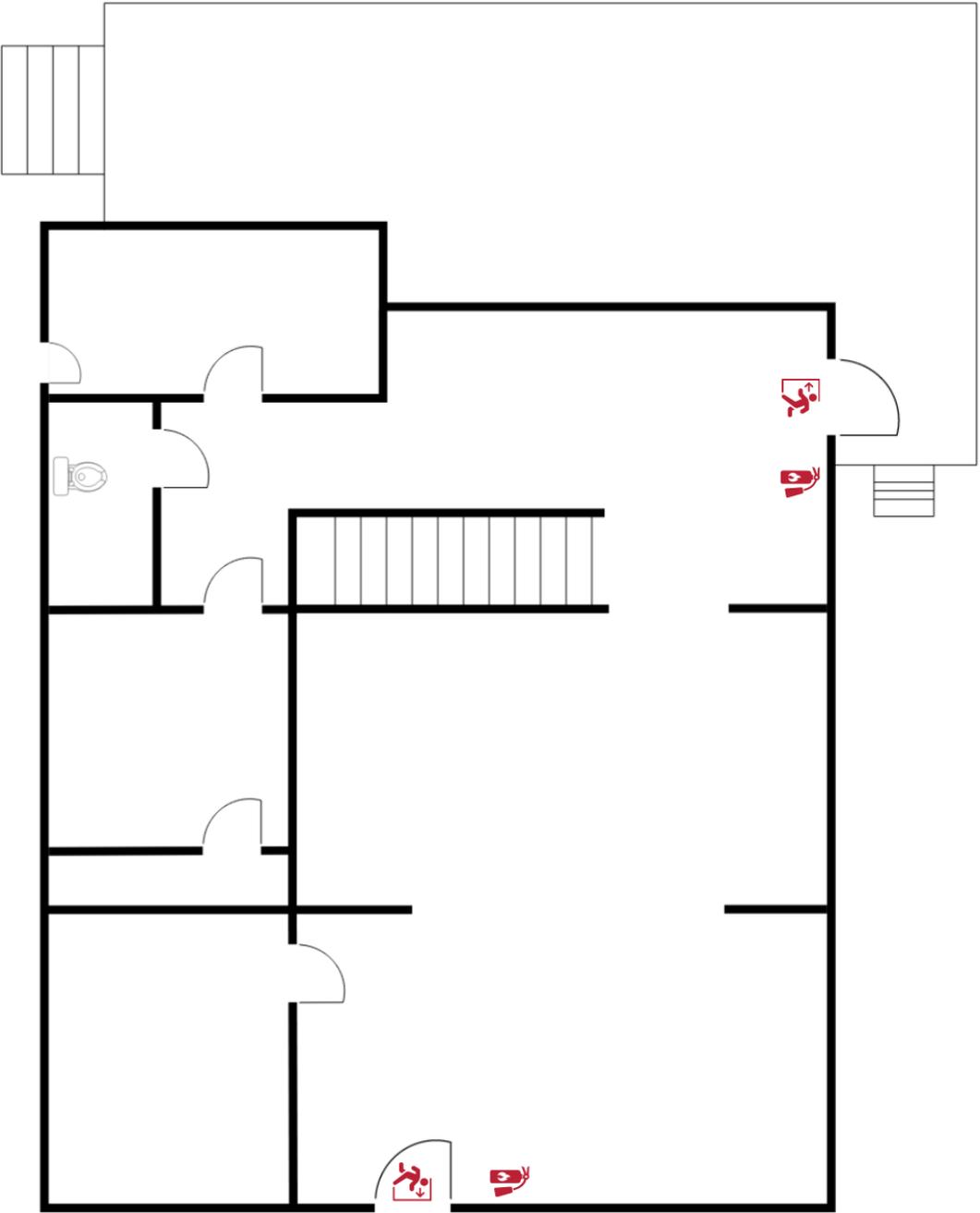


**Support  
Facility - RPD  
EMERGENCY  
EVACUATION  
MAP**



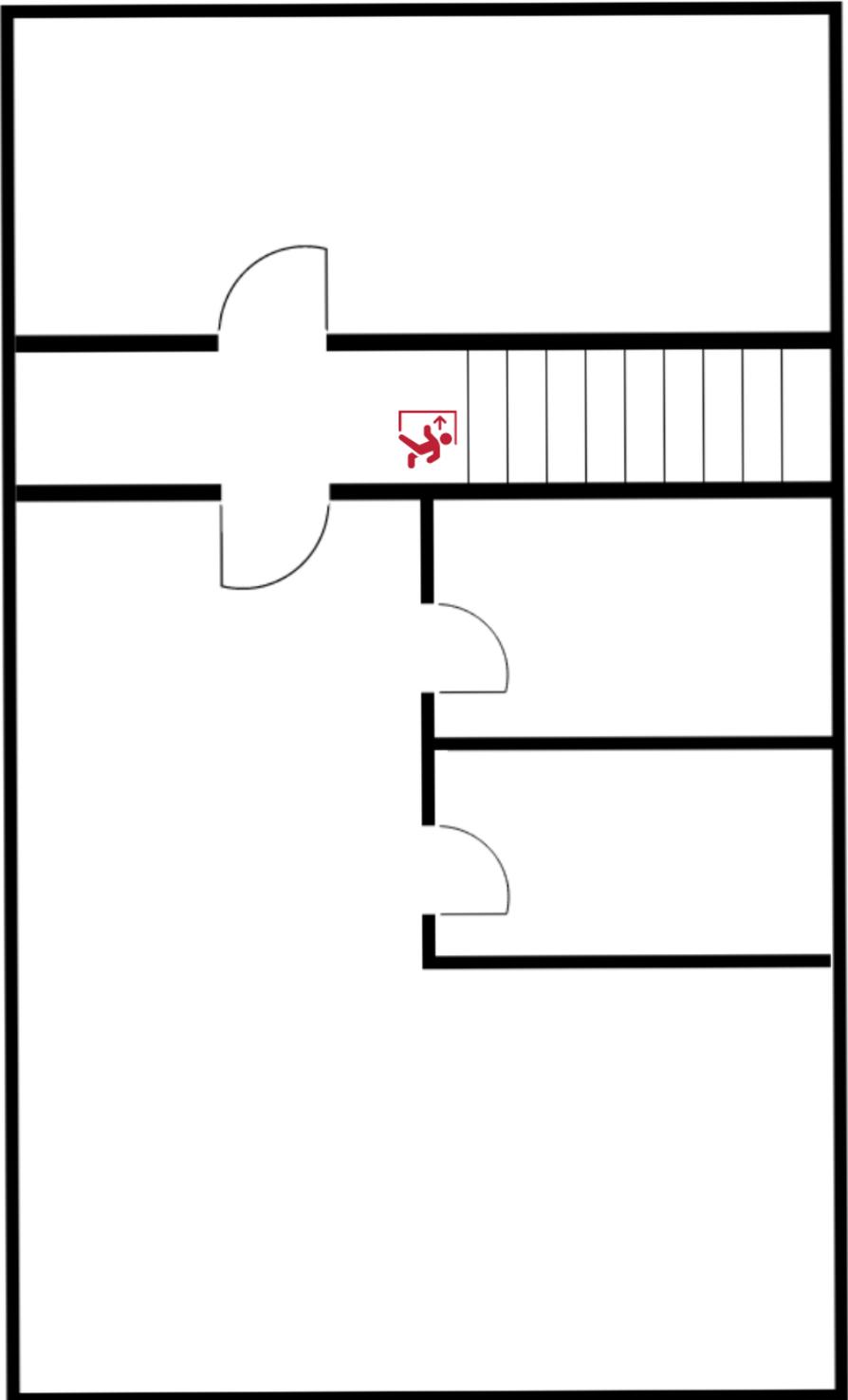
# EMERGENCY EVACUATION MAP

Support Facility -  
Quonset Hut



**EMERGENCY  
EVACUATION  
MAP**  
MARKETING -  
FIRST FLOOR





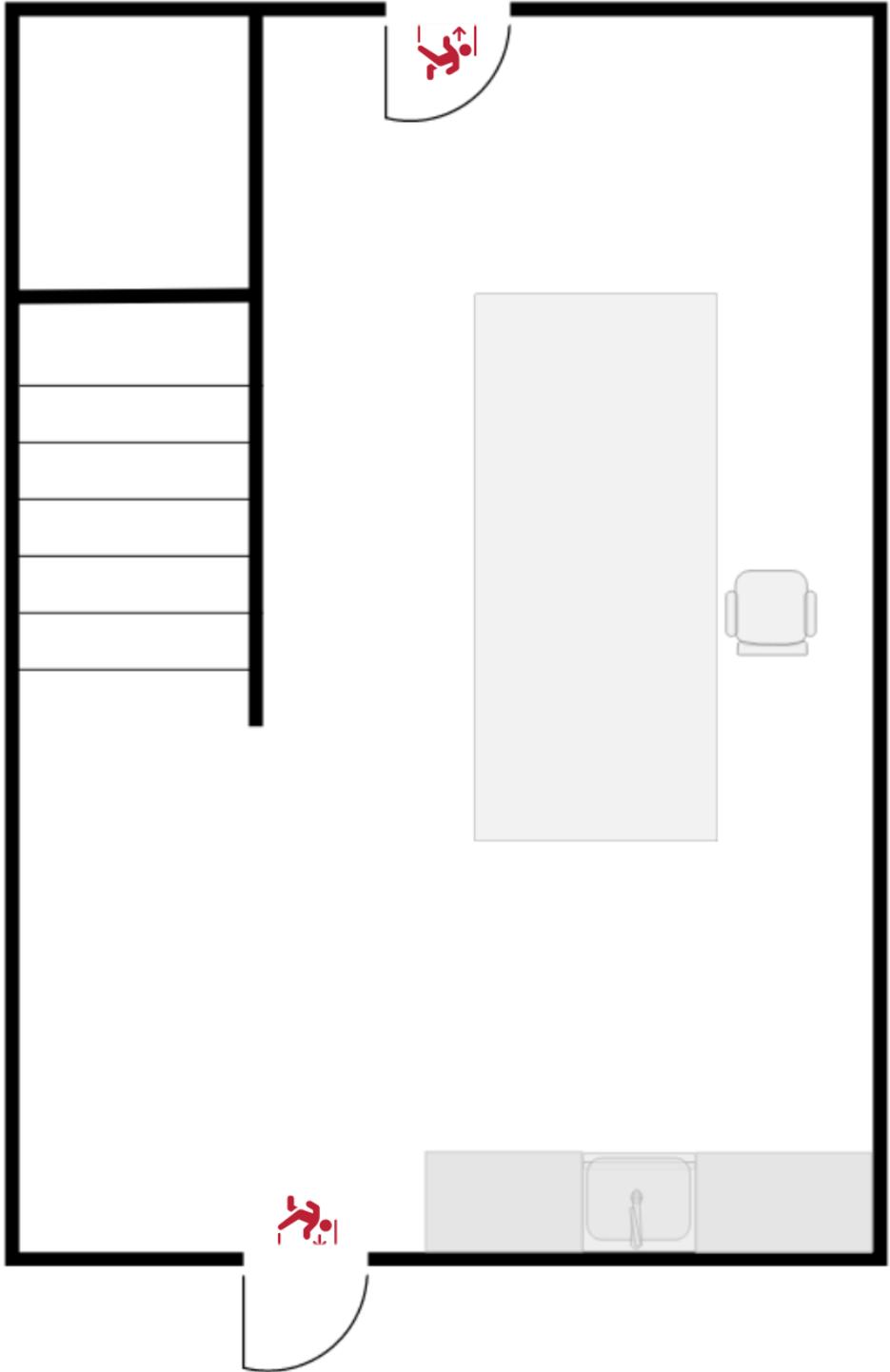
# EMERGENCY EVACUATION MAP

MARKETING -  
SECOND  
FLOOR



# EMERGENCY EVACUATION MAP

**BROWN APT -  
FIRST  
FLOOR**





# EMERGENCY EVACUATION MAP

BROWN APT -  
SECOND  
FLOOR

