



ShakeOut Drill Scripts

For Businesses and Organizations

Are You Ready to ShakeOut?

With 22 million people living and working in southern California, a major earthquake in the region could cause an unprecedented catastrophe. What we do now, before a big earthquake, will determine what our lives will be like afterwards. With earthquakes an inevitable part of southern California’s future, Californians must act quickly to ensure that disasters do not become catastrophes. With this in mind, the Earthquake Country Alliance has organized the Great Southern California ShakeOut, a week of special events featuring a massive earthquake drill at 10 a.m. on November 13, 2008.

The ShakeOut drill centers on the ShakeOut Earthquake Scenario, a realistic portrayal of what could happen in a major earthquake on the southern end of the San Andreas Fault. Created by over 300 experts led by Dr. Lucy Jones of the U.S. Geological Survey, the scenario outlines a hypothetical 7.8 magnitude earthquake on the San Andreas fault, which would potentially devastate the region.

With a goal of at least 5 million participants, the ShakeOut drill will be the largest in U.S. history. To participate, go to www.ShakeOut.org and register your business or organization to participate in the drill. There are many ways to take part, but at the least participants should “Drop, Cover, and Hold On” at 10 a.m. on November 13.

The scripts on the following pages provide a range of drill designs from very simple to advanced, with steps to be taken before, during, and after. Each drill uses *Drop, Cover, and Hold On* as its foundation, from which businesses can customize and build a drill that suits their specific needs.

Level 1 – Simple: Drop, Cover, and Hold On Drill Page 2

This drill uses simple steps to inform all employees how to perform Drop, Cover, and Hold On – a quake-safe action designed to protect lives from falling furniture and flying objects than can become projectiles during ground shaking.

Level 2 – Basic: Life Safety Drill Page 3

This life safety drill is designed to engage employees to think through their emergency response actions during the drill, then afterwards to review and discuss what worked or what did not in order to make changes for the next earthquake or drill.

Level 3 – Intermediate: Decision-making Drill Page 4

This decision-making drill is designed to have key staff and leaders think through more complex issues related to business operations in the immediate aftermath of this earthquake, then afterwards to review and discuss what worked or what did not in order to make changes for the next earthquake or drill.

Level 4 – Advanced: Business Operations Drill Page 6

This business operations drill focuses on crisis team personnel who are trained and have emergency response and/or business recovery duties in your business disaster plan (Business Continuity Plan). The drill incorporates decision-making, response, life safety aspects, and then a review afterwards to discuss what worked or what did not in order to make changes for the next earthquake or drill.



ShakeOut Drill Scripts

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Level 1 – Simple: Drop, Cover, and Hold On Drill

This drill uses simple steps to inform all employees how to perform Drop, Cover, and Hold On – a quake-safe action designed to protect lives from falling furniture and flying objects than can become projectiles during ground shaking.

In Advance of the Drill

1. Register your Business as an official participant at www.ShakeOut.org.
2. Inform your employees.
 - The date & time of the ShakeOut Drill – 10:00 a.m. on November 13, 2008.
 - How to correctly perform Drop, Cover, and Hold On, wherever they are.
 - Your expectations for their participation (ie. Drop/Cover/Hold On, gather at a central location for a head count, post-drill discussions).
 - Encourage employees, customers, etc. to register to participate in the ShakeOut as individuals at www.ShakeOut.org, so they can invite others and get information directly.

At 10:00 a.m. on November 13th

1. Via the public announcement (PA) system, email, cell phone/text message, or verbal direction:
 - Announce that the earthquake drill has begun and to Drop, Cover, and Hold On.
 - Suggest that while down on the floor, employees look around at what would be falling on them in a real earthquake, that should be secured or moved after the drill.
2. At 10:01 a.m. announce that the shaking is over and thank them for participating.
3. Encourage employees to discuss their experiences with one another.

After the Drill

1. Ask for feedback on how the drill went.
2. Schedule the next drill.

Level 2 – Basic: Life Safety Drill

This drill focuses on immediate life safety and engages employees to think through their emergency response actions during an earthquake. *It can be used whether or not your business has developed a disaster plan (Business Continuity Plan).*

In Advance of the Drill

1. Register your Business as an official participant at www.ShakeOut.org.
2. Inform your employees.
 - The date & time of the ShakeOut Drill.
 - How to correctly perform Drop, Cover, and Hold On, wherever they are.
 - Your expectations for their participation (Drop/Cover/Hold On, gather at a central location for a head count, post-drill discussions).
 - Encourage employees, customers, etc. to register to participate in the ShakeOut as individuals at www.ShakeOut.org, so they can invite others and get information directly.
3. Steps or Questions to Consider:
 - Determine or review your emergency procedures for an earthquake.
 - How will you direct employees during and immediately following the shaking?
 - Consider that certain factors (your location, building type, impacts) will influence your decisions regarding what to do after the earthquake (ie. evacuating vs. staying put). Safety must be the first priority, so carefully assess the environment inside and outside of your facility before deciding.
 - Identify who is authorized to make and communicate post-earthquake decisions.
 - Does your business have emergency “floor wardens” for fire evacuation? How will you utilize these personnel for earthquakes especially if you do not evacuate?
4. Create a brief written description of the earthquake’s impact along with questions to ponder.
 - Tape this description under desks and conference tables or provide employees sealed envelopes to open during the drill. (You can use email, but it is more effective if they do not read this until during the drill.)
 - For added incentive, tape a surprise under the desk (candy, light stick, lunch coupons, etc.)

At 10:00 a.m. on November 13th

1. Via your public announcement system, email, cell phone/text reminder or verbal direction:
 - Announce that the earthquake drill has begun and strong shaking could last one minute.
 - Tell everyone to Drop, Cover, and Hold On.
 - Suggest that while down on the floor, employees look around at what would be falling on them in a real earthquake, and should be secured or moved after the drill.
2. At 10:01 a.m. announce that the shaking is over.
3. Based on the size of this quake, age and type of your building, environment inside/outside of building, etc. determine whether it is safer to stay put or evacuate, then direct employees to do so.

After the Drill

1. Hold staff meetings as soon as possible after the drill to discuss what happened, people’s experience during the drill, what they were thinking about, what caused concern, and what worked well. Take this opportunity to:
 - Discuss preparedness at work and at home. (Employees home/family preparedness will allow them stay at work or return to work more rapidly to support your business’ recovery).
 - Begin discussion of your safety and business resumption priorities -
 - Assign a team to begin or continue developing your disaster plan.
 - Update your plan with lessons learned from the drill or any real experiences.
 - Schedule your next drill one year from now (or sooner if employees need to practice).

Level 3 – Intermediate: Decision-making Drill

This drill includes all aspects of Level 2 in terms of employee participation in a Drop, Cover, Hold On drill, and adds a “table top” exercise for decision makers to consider how the earthquake would impact your business. *It can be used whether or not your business has developed a disaster plan (Business Continuity Plan).*

In Advance of the Drill

1. Register your Business as an official participant at www.ShakeOut.org.
2. Bring together a team of individuals from your business to design the drill.
3. Determine the length of your drill and objectives.
 - What you would like your drill to test?
 - If you have a disaster plan, the objectives and resulting drill can test a specific part of your plan.
4. Review the ShakeOut Scenario and use your team to build upon it to develop your own “business scenario” with specific details of how you might expect the shaking to impact your business (ie. building, operations, employees, customers).
 - Would the power be out? Phone communications down? Loading dock severely damaged?
 - How will you direct employees during and immediately following the shaking?
 - Consider that certain factors (your location, building type, impacts) will influence your decisions regarding what to do after the earthquake (ie. evacuating vs. staying put). Safety must be the first priority, so carefully assess the environment inside and outside of your facility before deciding.
 - Identify who is authorized to make and communicate post-earthquake decisions.
 - If your business has “floor wardens” for fire evacuation, how will you utilize these personnel for earthquakes especially if you do not evacuate?
 - Make sure the impacts you determine for your “business scenario” make it possible to support your drill objectives.
 - Note: Do not wipe-out the whole community and eliminate your reason to drill.
5. Write up a final version of your “business scenario.”
6. Invite your key business decision-makers and leaders to your drill on November 13th. If you already have a plan, have them review it prior to the drill.
7. Inform your employees.
 - The date & time of the ShakeOut Drill.
 - How to correctly perform Drop, Cover, and Hold On, wherever they are.
 - Your expectations for their participation.
 - Encourage employees, customers, etc. to register to participate in the ShakeOut as individuals at www.ShakeOut.org, so they can invite others and get information directly.

The Night before the Drill

1. Create a brief written description of the earthquake’s impact using your “business scenario” along with some questions for employees to consider.
 - Tape this description under desks and conference tables or provide employees sealed envelopes to open during the drill. (You can use email, but it is more affective if they do not read this until during the drill.)
 - For added incentive, tape a surprise under the desk (candy, light stick, lunch coupons, etc.)

Level 3 – Intermediate: Decision-making Drill (Page 2)

At 10:00 a.m. on November 13th

1. Have your organization's decision-makers (executives and key managers) assemble in a room a few minutes before 10:00 a.m. and share your drill objectives. When the drill is announced tell all participants in this group to also Drop, Cover, and Hold On.
2. Via your public announcement system, email, cell phone/text reminder or verbal direction:
 - Announce that the earthquake drill has begun and strong shaking could last one minute.
 - Tell everyone to Drop, Cover, and Hold On.
 - Suggest that while down on the floor, employees look around at what would be falling on them in a real earthquake, and should be secured or moved after the drill.
3. At 10:01 a.m. announce that the shaking is over.
4. In the room with the decision-makers:
 - Have everyone sit back at the table.
 - Read your "business scenario" with details of the earthquake impacts.
 - To make the impact vivid, you may wish to show the movie of expected shaking.
5. Now go around the table to discuss what your business can expect to happen and decisions that will be made based on the scenario.
 - Try to have the discussion flow in chronological order.
 - However, if all issues are solved, move the scenario timeline forward to 1 hour/day/week later and begin the discussion again.
6. Have someone document the chronology of the drill events, decisions, issues, and any solutions. What policy decisions need to be made in advance?

After the Drill

1. After the drill discussion is complete, confer whether you met your drill objectives or why not. Discuss what happened, people's experience during the drill, what caused concern, and what worked well then document comments to officially end the drill.
2. Decide next steps and assign people to those tasks to follow-up.
 - Assign a team to begin developing or enhancing your business disaster plan (Business Continuity Plan) based on this drill.
 - If you have a plan, update it with lessons learned from the drill.
 - Discuss preparedness at work and at home. (Employees home/family preparedness will allow them stay at work or return to work more rapidly to support your business' recovery).
 - Schedule your next drill one year from now (or sooner if employees need to practice).

Level 4 – Advanced: Business Operations Drill

This drill includes all aspects of Level 2 in terms of employee participation in a Drop, Cover, Hold On drill, and is an exercise for crisis team personnel who have emergency response and/or business recovery duties in your business disaster plan (Business Continuity Plan). Whereas Level 3 is a “table-top” exercise for decision-makers to imagine potential consequences and solutions, this level involves simulated incidents that test your organization’s ability to respond and recover.

In Advance of the Drill

1. Register your Business as an official participant at www.ShakeOut.org.
2. Bring together a team of individuals from your business to design the drill.
3. Determine the length of your drill, scope and objectives
 - Eg. Test a specific part of your plan
4. Review the ShakeOut Scenario and use your team to build upon it to develop your own “business scenario” with specific details of how you might expect the shaking to impact your business.
 - Would the power be out? Are roads open or closed? Is the phone system down? Cell phones? What structural damage has occurred to your building? What non-structural damage has occurred inside to your computers, equipment, machinery, furniture, lights, filing, inventory, computers, windows, systems? Do you need to communicate with branch offices? Employees? Vendors? Customers? Etc.
 - How will you direct employees during and immediately following the shaking?
 - Consider that certain factors (your location, building type, impacts) will influence your decisions regarding what to do after the earthquake (ie. evacuating vs. staying put). Safety must be the first priority, so carefully assess the environment inside and outside of your facility before deciding.
 - Make sure your plan identifies the personnel authorized to determine and communicate post-earthquake decisions.
 - If your business has “floor wardens” for fire evacuation, how will you utilize these personnel for earthquakes especially if you do not evacuate?
 - Make sure the impacts you determine for your “business scenario” make it possible to support your drill objectives.
 - Note: Do not wipe-out the whole community and eliminate your reason to drill, although it may be necessary for some businesses to collapse a building to support their drill objectives.
5. Invite your key business decision-makers and leaders (Crisis Management Team) to your drill on November 13th. Have them review your plan prior to the drill.
6. Select a facilitator to run the drill. Determine other staffing requirements such as assigning personnel to evaluate and document all drill activities in chronological order.
7. Write up a final version of your “business scenario.”
8. Conduct training of all drill participants, and back-ups, who are assigned emergency positions so they are fully aware of their roles and responsibilities. All participants, evaluators and decision-makers should review the disaster plan.
9. Create a timeline for your drill.
 - 10:00 a.m. – Earthquake starts, employees Drop, Cover, and Hold On.
 - 10:01 a.m. – Lights go out and computers go down
 - 10:03 a.m. – Sprinklers on SE corner of first floor turn on
 - Etc.
10. Separately from the timeline, create a list of “injected events”. “Injects” are surprise events that could reasonably occur during the drill (ie. aftershocks, specific problems related to your business). These events can be “injected” (or provided) to the participants during the drill to get participants thinking of issues and solutions without overwhelming them.

Level 4 – Advanced: Business Operations Drill (Page 2)

11. Inform your employees

- The date & time of the ShakeOut Drill
- How to correctly perform Drop, Cover, and Hold On, where ever they are.
- Your expectations for their participation. This may include playing a role such as a “drill injured” that will need medical assistance.
- Encourage employees, customers, etc. to register to participate in the ShakeOut as individuals at www.ShakeOut.org, so they can invite others and get information directly.

The Night before the Drill

1. Create a brief written description of the earthquake’s impact using your “business scenario” along with some questions for employees to consider.
 - Tape this description under desks and conference tables or provide employees sealed envelopes to open during the drill. (You can use email, but it is more affective if they do not read this until during the drill.)
 - For added incentive, tape a surprise under the desk (candy, light stick, lunch coupons, etc.

At 10:00 a.m. on November 13th

1. Via your public announcement system, email, cell phone/text reminder or verbal direction:
 - Announce that the earthquake drill has begun and strong shaking could last one minute.
 - Tell everyone to Drop, Cover, and Hold On.
 - Suggest that while down on the floor, employees look around at what would be falling on them in a real earthquake, and should be secured or moved after the drill.
2. At 10:01 a.m. announce that the shaking is over.
3. Provide the Timeline of events to all participating employees with instructions to undertake their emergency roles. However, do not let them skip ahead in time.
4. As the drill progresses distribute individual “inject events” to specific participants. Have drill evaluators observe and document how these surprise issues are handled.

After the Drill

1. Assemble the facilitator and evaluators with their documentation to summarize activities, actions, decisions, and solutions during the drill.
2. Next, assemble drill participants including your decision-makers and leaders.
 - Depending on the size of your organization, you may need to have emergency teams meet separately, followed by a leadership meeting with representatives from each team.
3. Go around the table or room to discuss what happened during the exercise, what decisions were made, what worked and what problems arose.
4. Discuss whether you met your drill objectives or why not.
5. Document lessons learned, best practices and necessary actions to improve your employee training, emergency procedures, and incorporate into the disaster plan (Business Continuity Plan).
6. Decide next steps and assign people to those tasks to follow-up
 - Schedule training as needed to address plan changes.
 - Discuss preparedness at work and at home. (Employees home/family preparedness will allow them stay at work or return to work more rapidly to support your business’ recovery).
 - Schedule your next drill one year from now (or sooner if employees need to practice).