

Crisis Management

**What you need to think about when
you don't have time to think**

Thank you for joining us today

The webinar will begin promptly at 12 pm

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Crisis Management

**What you need to think about
when you don't have time to
think**

■ ■ Crisis Management



- Crisis Management Plans - Systems to have in place before the crisis
- Reporting Requirements - who needs to be notified of the crisis and when
- Scene, Witness and Evidence Preservation

■ ■ Crisis Management Plans / Emergency Response Plans



- Crisis Management Plans are required by law. In the mining industry by MSHA and in other industry by OSHA.
- Section 316 of the 1977 Miners Act requires underground coal operators to develop, adopt and modify, as necessary, emergency response plans (ERP's)
- OSHA requires them for most all other business and industry.

■ ■ General Considerations



- Look at all potential emergencies that could occur at your worksite
- Tailor your plan to your workplace and include information about all potential sources of emergencies
- Conduct a hazard assessment to determine what hazards are prevalent at your worksite and may cause an emergency
- If you have more than one worksite, each site should have its own tailored plan

■ ■ General Considerations



- Know your business and develop your crisis management plan as best you can based upon foreseeable crises
- Develop basic framework that you can utilize even if crisis is unforeseeable

■ ■ General Considerations



- Employee alarm system
- Have a safe place for all employees to report immediately following an accident
- Know who is on site at all times and make sure that you account for everyone
- Evacuation policy and procedure
- Emergency access and escape procedures and route assignments utilizing maps, floor plans and designating safe areas

■ ■ General Considerations



- Plan for those employees left behind to operate critical plant operations
- Procedures for employees performing rescue or medical duties
- Define specific areas of responsibility
- Develop your plan encompassing various contingencies – flow chart all potential scenarios
- Emergency response training specific to your particular industry
- Plan should be in writing and available for all employees to review

■ ■ General Considerations



- Communication Issues
 - Communications among internal emergency responders
 - Communications with outside emergency responders
 - Communications with families
 - Communications with the press
 - Communications with governmental agencies
 - Having all of the necessary contact information and making sure it is accessible
 - Selection of a Spokesperson
 - Do you need a public relations firm to assist you and when are they retained

■ ■ General Considerations



- What type of documentation will government require and when do you have provide it
- Review plan with all employees and provide training
- Have built in contingency plans
- Continuously update plan as operations, locations, personnel, etc. change and make sure the updates are communicated

■ ■ Notification Procedures



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Mine Safety and Health Administration

MSHA - Protecting Miners' Safety and Health Since 1978

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Immediately Reportable Accidents and Injuries

1-800-746-1553



ONE CALL DOES IT ALL!

Mine operators are required to immediately call **MSHA's toll-free number** at 1-800-746-1553 to notify MSHA of an immediately reportable accident. This single toll-free phone call is required by the **Emergency Mine Evacuation Final Rule** published in the Federal Register on December 8, 2006, and is the **only call that mine operators will need to make to notify MSHA.**

Mine operators must call immediately, but no later than 15 minutes from the time they know or should know that an accident has occurred.

■ ■ Notification Procedures



- **MSHA Immediately Reportable Accidents and Injuries are:** A death of an individual at a mine
- An injury to an individual at a mine which has a reasonable potential to cause death
- An entrapment of an individual for more than thirty minutes or which has a reasonable potential to cause death
- An unplanned inundation of a mine by a liquid or gas

■ ■ Notification Procedures



- An unplanned ignition or explosion of gas or dust
- In underground mines, an unplanned fire not extinguished within 10 minutes of discovery; in surface mines and surface areas of underground mines, an unplanned fire not extinguished within 30 minutes of discovery
- An unplanned ignition or explosion of a blasting agent or an explosive
- An unplanned roof fall at or above the anchorage zone in active workings where roof bolts are in use; or, an unplanned roof or rib fall in active workings that impairs ventilation or impedes passage

■ ■ Notification Procedures



- A coal or rock outburst that causes withdrawal of miners or which disrupts regular mining activity for more than one hour
- An unstable condition at an impoundment, refuse pile, or culm bank which requires emergency action in order to prevent failure, or which causes individuals to evacuate an area; or, failure of an impoundment, refuse pile, or culm bank
- Damage to hoisting equipment in a shaft or slope which endangers an individual or which interferes with use of the equipment for more than thirty minutes
- An event at a mine which causes death or bodily injury to an individual not at the mine at the time the event occurs

■ ■ Notification Procedures

OSHA Basic Reporting Requirement

Within eight (8) hours after the death of any employee from a work-related incident or the in-patient hospitalization of three or more employees as a result of a work-related incident, you must orally report the fatality/multiple hospitalization by telephone or in person to the Area Office of the Occupational Safety and Health Administration (OSHA), U.S. Department of Labor, that is nearest to the site of the incident. You may also use the OSHA toll-free central telephone number, 1-800-321-OSHA (1-800-321-6742).

■ ■ SCENE, WITNESS AND EVIDENCE PRESERVATION

- Government regulators on the scene?
 - Know what ***you*** are allowed/not allowed to say and do
 - Make sure ***employees*** know what they are allowed/not allowed to say and do
- Cooperate
- Who is entitled to have attorney representation?

■ ■ SCENE, WITNESS AND EVIDENCE PRESERVATION



- Preserve key physical evidence
- Documents
- Witnesses - preserve witness recollections

■ ■ SCENE, WITNESS AND EVIDENCE PRESERVATION



- Investigate to determine the cause of the accident.
- Do not conduct destructive testing or do anything that would alter evidence.
- Should you take preventative action to prevent future occurrences?
- Is your investigation subject to the attorney/client privilege?



Final Thoughts

Crisis Management Plans
Emergency Response Plans



Thank You!

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Thank you for participating!

*Please join us for the next
Energy Webinar, September 22nd*

Details will be emailed to you soon!





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