CRISIS MANAGEMENT PREPARATION GUIDE
This plan outlines the action to be undertaken by employees and contracted personnel who are present during a major crisis. A major crisis would be defined as a major equipment failure, major earthquake, injury or death to personnel, damage to property, whether on our project or an adjacent property, or any other event that would attract attention of the local media.

Of paramount importance, the first action to be taken is to remain calm, then take steps necessary to provide for the protection of life and property. This is covered in Section I below. Once that activity is complete, attention should be given to Section II, which describes the techniques used to control the local media. It is important for [Click & Enter COMPANY NAME] to avoid adverse media coverage associated with a construction crisis or major incident.

SECTION I

A. PROTECTION OF LIFE AND PROPERTY

1. Contact the Paramedics, Fire Department and/or Police Department using numbers indicated below.
   a. Paramedics ................................................................. 911
   b. Fire Department .......................................................... 911
   c. Police Department ..................................................... 911

2. Note that first aid supplies are available in the [Click & Enter LOCATION]. Fire extinguishers are available at the [Click & Enter LOCATION].

3. Do not move any injured person unless they are in a life-threatening environment. Obtain information from medical personnel or destination of injured employees being transported.

4. Notify the proper entity if emergency work is immediately required to disconnect or repair utilities on site or off-site, when necessary. This may include electrical power, water, telephone, Internet communications, storm drains, or sanitary sewer. (You may want to call 811 for underground markings or other utilities.)
   a. Utility Company – Gas ........................................ [Click & Enter TELEPHONE #]
   b. Telephone ................................................................. [Click & Enter TELEPHONE #]
   c. Public Works – Sanitary Sewer ................................... [Click & Enter TELEPHONE #]
   d. Public Works – Water ............................................... [Click & Enter TELEPHONE #]

5. Notify one of the following [Click & Enter COMPANY NAME] company staff:
   a. [Click & Enter STAFF NAME] ......................... [Click & Enter TELEPHONE #]
   b. [Click & Enter STAFF NAME] ......................... [Click & Enter TELEPHONE #]

   Each project staff member has been issued a list of home telephone numbers of [Click & Enter COMPANY NAME] project personnel. A copy of the list should be kept at home and at the office.

6. Notify the appropriate personnel:
a. Insurance Contact [Click & Enter CONTACT] [Click & Enter TELEPHONE #]
b. OSHA Contact [Click & Enter CONTACT] [Click & Enter TELEPHONE #]
c. Legal Contact [Click & Enter CONTACT] [Click & Enter TELEPHONE #]
d. Project Owner [Click & Enter CONTACT] [Click & Enter TELEPHONE #]
e. Family of injured worker(s)

7. In the event hazardous materials and/or contaminated waste is encountered, notify the following personnel and agencies:

   a. [Click & Enter STAFF NAME] [Click & Enter TELEPHONE #]
   b. "[Click & Enter AGENCY]" [Click & Enter TELEPHONE #]

8. Notify Cal/OSHA in the event of the following:

   a. Cal/OSHA must be notified within 8 hours of the following events:

      1) A single accident in which three or more persons are injured.
      2) An accident which results in the loss of a body part.
      3) An accident resulting in hospitalization for more than 24 hours.

   b. Cal/OSHA must be notified immediately in the event of an accident in which a fatality occurs.

   Cal/OSHA District Offices:
   Bakersfield.......661-588-6400 Sacramento ...........916-263-2800
   Concord..........925-602-6517 San Bernardino .......909-383-4321
   Foster City.......650-573-3812 San Diego .............858-637-5534
   Fremont..........510-794-2521 San Francisco.........415-703-5210
   Fresno ...........559-445-5302 Santa Ana..............714-558-4451
   Los Angeles ....213-576-7451 Santa Rosa ..............707-576-2388
   Modesto ..........209-545-7310 Torrance ..............310-516-3734
   Monrovia ..........626-471-9122 Van Nuys ...............818-901-5403
   Oakland ..........510-622-2916 West Covina ..........626-472-0046
   Redding ..........530-224-4743

   Cal/OSHA Field Offices:
   Chico .............530-895-4761 Eureka .................707-445-6611
   Modesto ...........559-576-6260

B. DAMAGE SURVEY

All project staff personnel are to assemble at the project office, or designated staging area, as soon as possible after the initial emergency/crisis occurrence. The senior staff member will account for all personnel and direct actions for locating missing person(s) and assessing damage. Send home all uninvolved personnel.
Once the work in Section Ia is completed, staff should complete a damage survey to:

1. Identify immediate danger from fire, gas, structural collapse, water leaks, etc.

2. Provide initial damage report of:
   - Damage to existing facilities
   - Adjacent facilities
   - Other private or public property
   - Any other persons or related

3. Direct emergency corrective action to avoid immediate dangers.

4. During the initial stages of an emergency or crisis, the senior staff member on site will take action to mitigate the damages by initiating action to stabilize the situation. Once the initial emergency period is past, directions/actions will be coordinated with the Owner and the insurance carrier.

5. The senior staff member will direct the collection, maintenance and distribution of detailed information and documentation relating to the emergency/crisis.

6. Removal and/or relocation of equipment and material must be controlled since it may be related to future claims or may obstruct emergency operations. Other than required for emergency rescue access, do not alter job site conditions until photographs are taken and senior management authorizes restoration of the site.

C. FACT FINDING INVESTIGATION

1. Take extensive photographs of the area of the accident and jobsite.
2. Establish who was involved.
3. What work task was being performed which involved the accident.
4. Identify and record who witnessed the accident and/or had knowledge.

SECTION II

MEDIA RELATIONS

1. Secure the affected area in an attempt to control media or sightseer presence for their safety and protection. A normal construction site can be particularly dangerous to individuals who are unfamiliar with such an environment. We do not want to worsen the crisis by having media personnel or sightseers further exposed to personal injury. It is important to convey that their access to the site is being limited due to safety precautions.
   a. Close gates and secure the site subject to safety requirements and access requirements to emergency vehicles.
b. Post staff or labor at gates to restrict access to only emergency vehicles and personnel. If necessary, designate media area.

c. Block areas with yellow caution tape and/or barricades.

SECTION III

PREPAREDNESS

1. Business information, which is stored on computers, is to be "backed-up" on a daily/weekly basis and stored at a designated location off site.

2. In the event of extended hours in a crisis, project staff duties will be assigned on a 24-hour rotating basis, if required, to provide relief for all personnel.

3. Extension cords, caution/barrier tape, essential tools and a stretcher will be kept at the project office for emergency use.
CRISIS MANAGEMENT & MEDIA RELATIONS GUIDELINES
Policies/Procedures for Jobsite Accidents

CHECKLIST

☐ Call 911 if anyone is injured. Administer First Aid, CPR if needed.
☐ Secure the site.
☐ Notify the Project Manager, Safety Director, or Crisis Management Team.
☐ Remind the Project Manager to notify the CEO/President.
☐ Keep someone posted at the job site trailer’s telephones at all times.
☐ Take photographs and write down names and addresses of witnesses.
☐ Designate spokesperson. Remind all employees to refer reporters to a designated spokesperson only.
☐ Assist the media while keeping them out of the way of emergency operations.

MESSAGES FOR THE MEDIA

☐ Our first concern is for the injured, safety of the employees, and public.
☐ Our company is getting the situation under control.
☐ The accident is under investigation, and the company is cooperating with the appropriate authorities.
☐ As soon as we have more information, we’ll make it available.
☐ The company has an excellent safety record. We want to find out what happened.
☐ As a responsible company, we’re concerned about our community.
FIELD CRISIS MANAGEMENT AND INCIDENT RESPONSE PLAN
for
SUBCONTRACTORS

This plan outlines the action to be undertaken by each of the subcontractors who are present during a major crisis. A major crisis is defined as a major equipment failure, major earthquake, severe injury or death to personnel, damage to property, whether on this project or an adjacent property, or any other event that would attract the attention of the local media.

Of paramount importance, the first action to be taken is to remain calm, then take steps to provide for the protection of life and property. This is covered in Section I below. Once that activity is complete, attention is to be given to Section II, which describes the techniques used to control the media. It is important to, and in the best interest of [Click & Enter COMPANY NAME], and each subcontractor to avoid adverse media coverage associated with a construction crisis or major incident.

SECTION I

A. PROTECTION OF LIFE AND PROPERTY

1. Contact the Paramedics, Fire Department and/or Police Department using numbers indicated below.
   a. Paramedics......................................................................................................... 911
   b. Fire Department ................................................................................................. 911
   c. Police Department............................................................................................... 911

2. Note that first aid supplies are available in the [Click & Enter LOCATION] and at each subcontractor's office. Each trade is required to have adequate first aid supplies for their personnel. Fire extinguishers are available at the [Click & Enter LOCATION] as required by the Project Safety Program.

3. Do not move any injured person unless they are in a life-threatening environment. Obtain information from medical personnel or destination of injured employees being transported.

4. Notify [Click & Enter COMPANY NAME] if emergency work is immediately required to disconnect or repair utilities on site or off-site, when necessary. This may include electrical power, water, telephone, fire and domestic water systems, telephone/data systems, storm drains, sanitary sewer. (You may want to call 811 for underground markings or other utilities.) Jurisdiction of the public utility companies stops at the property lines. If emergency work is immediately required to disconnect or repair utilities off site, notify the appropriate utility company, listed below.
   a. Utility Company – Gas ................................................................................ [Click & Enter TELEPHONE #]
   b. Telephone........................................................................................................... [Click & Enter TELEPHONE #]
5. Notify [Click & Enter COMPANY NAME] field staff at the project office.

Project Office ................................................................. [Click & Enter TELEPHONE #]
[Click & Enter COMPANY NAME] Main Office .......... [Click & Enter TELEPHONE #]

6. Notify the appropriate personnel:

a. Insurance Contact ................... [Click & Enter CONTACT][Click & Enter TELEPHONE #]
b. OSHA Contact ......................... [Click & Enter CONTACT][Click & Enter TELEPHONE #]
c. Legal Contact ........................... [Click & Enter CONTACT][Click & Enter TELEPHONE #]
d. Project Owner ......................... [Click & Enter CONTACT][Click & Enter TELEPHONE #]
e. Family of injured worker(s)

7. In the event hazardous materials and/or contaminated waste is encountered, notify the following personnel:

a. Project Superintendent – [Click & Enter CONTACT NAME]

8. Notify Cal/OSHA in the event of the following:

a. Cal/OSHA must be notified within 8-hours of the following events:
   
   1) A single accident in which three or more persons are injured.
   2) An accident which results in the loss of a body part.
   3) An accident resulting in hospitalization for more than 24 hours.

b. Cal/OSHA must be notified immediately in the event of an accident in which a fatality occurs.

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Redding.........530-224-4743

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Chico...............530-895-4761             Eureka................707-445-6611
Modesto .........559-576-6260
B. DAMAGE SURVEY

In the aftermath of a major crisis each Subcontractor shall gather their personnel at their respective field offices, and each Subcontractor shall account for their personnel at that time. Send home all uninvolved personnel.

In the event the staging areas or building areas are uninhabitable, the contractors shall determine the nearest safe location to account for their personnel.

Each Subcontractor shall report their status to V131.

In the event that all personnel are not accounted for, [Click & Enter COMPANY NAME] and the effected Subcontractor(s) will evaluate methods and procedures to search for missing persons.

Once the work in Section Ia is completed and all construction personnel have been accounted for, [Click & Enter COMPANY NAME] staff and the appropriate Subcontractors shall complete a damage survey to:

1. Identify immediate danger from fire, gas, structural collapse, water leaks, electrical hazards, etc.
2. Provide initial damage report of:
   - Damage to existing facilities
   - Adjacent facilities
   - Other private or public property
   - Any other persons or related
3. Direct emergency corrective action to avoid immediate dangers.
4. Cranes, hoists, elevators and other construction equipment are not to be used until they have been inspected and determined to be safe.

SECTION II

MEDIA RELATIONS

1. Secure the affected area in an attempt to control media or sightseer presence for their safety and protection. A normal construction site can be particularly dangerous to individuals who are unfamiliar with such an environment. We do not want to worsen the crisis by having media personnel or sightseers further exposed to personal injury. It is important to convey that their access to the site is being limited due to safety precautions.

   The following steps are to be taken in the event of an emergency:
   a. Close gates and secure the site subject to safety requirements and limit access to emergency vehicles.
   b. Post [Click & Enter COMPANY NAME] Staff and Subcontractor personnel at gates to restrict access to only emergency vehicles and personnel. If necessary, designate media area.
   c. Block areas with yellow caution tape and/or barricades.
d. Protect evidence from being moved. Leave area "as is".

2. All media relations will be handled by [Click & Enter COMPANY NAME] staff whom, in turn, will defer media relations to the appropriate individual and/or management personnel.

[Click & Enter COMPANY NAME] staff will advise the media that any questions that they may have will be answered by [Click & Enter CONTACT NAME] who may be reached at the main office at [Click & Enter TELEPHONE #].
CRISIS MANAGEMENT & MEDIA RELATIONS GUIDELINES
Policies/Procedures for Jobsite Accidents

CHECKLIST

☐ Call 911 if anyone is injured. Administer First Aid, CPR if needed.
☐ Secure the site.
☐ Notify the Project Manager, Safety Director, or Crisis Management Team.
☐ Remind the Project Manager to notify the CEO/President.
☐ Keep someone posted at the job site trailer’s telephones at all times.
☐ Take photographs and write down names and addresses of witnesses.
☐ Designate spokesperson. Remind all employees to refer reporters to a designated spokesperson only.
☐ Assist the media while keeping them out of the way of emergency operations.

MESSAGES FOR THE MEDIA

☐ Our first concern is for the injured, safety of the employees, and public.
☐ Our company is getting the situation under control.
☐ The accident is under investigation, and the company is cooperating with the appropriate authorities.
☐ As soon as we have more information, we’ll make it available.
☐ The company has an excellent safety record. We want to find out what happened.
☐ As a responsible company, we’re concerned about our community.