

CRISIS RESPONSE:

How to Respond to a Critical Incident



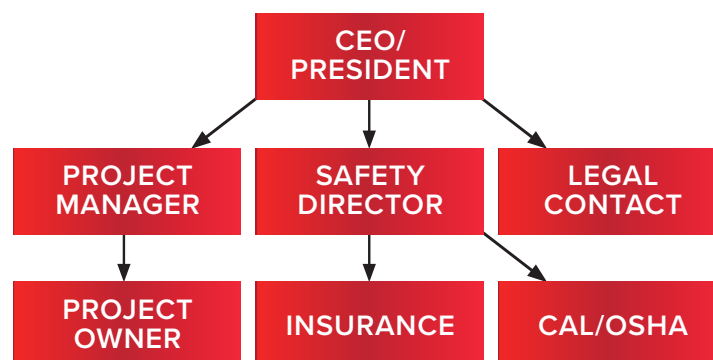
Your company's initial response to a critical incident is crucial to your employees and your business. United Contractors has developed a simple, three-phase checklist to help you navigate your company in the event of a crisis. **This checklist and additional Crisis Response resources can be found at unitedcontractors.org/crisis**. If ever in doubt, call United Contractors Help Desk for guidance.

www.unitedcontractors.org/crisis

1 PHASE 1: FIRST HOUR IMMEDIATE CRISIS SCENARIO

Policies/Procedures for the FIRST HOUR after a critical incident has occurred:

- ☐ Call 911 if anyone is injured or other emergency personnel are needed.
- ☐ Administer First Aid and/or CPR if needed.
- ☐ Secure the site.
- ☐ Senior staff member(s) on site must take action to stabilize situation.
- ☐ Call first responders as soon as possible. Don't try to do it yourself.
- ☐ Contact necessary personnel to inform them of the incident:



Designate a spokesperson:

- ☐ Remind all employees to refer any media personnel to the one designated spokesperson only. Inform internal staff members to field other incoming calls or refer to the appropriate company contact above, including regulatory and enforcement agencies, city officials, legal counsel, concerned family of non-involved employees, etc.
- ☐ **Contact UCON — Mark Breslin, CEO, and Emily Cohen, EVP, are available to assist you with crisis response, (925) 855-7900.**

Identify immediate (potential) danger from:

- ☐ Fire
- ☐ Gas
- ☐ Structural Collapse
- ☐ Water Leaks
- ☐ Damage to existing facilities, adjacent facilities, other private or public property, and any other persons related.

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PHASE 2: THE FIRST 24 HOURS INVESTIGATION & FOLLOW-UP POLICIES/ PROCEDURES FOR THE FIRST 24 HOURS AFTER A CRITICAL INCIDENT HAS OCCURRED.

- ☐ **Limit media and sightseer presence:** Close gates, secure equipment according to access requirements, block areas with caution tape and/or barricades.
- ☐ **Run a thorough fact-finding investigation:**
 - Take photographs.
 - Establish who was involved and what work task was being performed. Write down names and contact information of witnesses.
 - Interview multiple employees while details are fresh.
 - Have at least two company representatives present during the investigation.
- ☐ **Send home all uninvolved employees:** Remind your employees that the only media contact is the company's one designated spokesperson.
- ☐ **Contact the family of the injured worker(s):** The initial contact serves to inform simply and directly. Make sure to follow these three guidelines: general, details, notify. Help arrange childcare services or transportation to the hospital. A company representative should remain present at the hospital until the situation has diffused.
- ☐ **Contact UCON to assist with media relations and other crisis response issues—we are here to support you and your team:**
Crisis Response: Mark Breslin, CEO
(925) 855-7900; mbreslin@unitedcontractors.org
Media Relations: Emily Cohen, EVP
(925) 362-7304; ecohen@unitedcontractors.org
Contractor Help Desk: (925) 855-7900

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PHASE 3: NEXT 10 DAYS GRIEVANCE COUNSELING & INFORMING EMPLOYEES

- ☐ **Log all communications regarding the incident—**This includes emails, agencies contacted, list of witnesses, reports, and claims, etc.
- ☐ **Contact a crisis management response specialist—**Establish group briefings, consultations, 24/7 onsite and telephonic support.
- ☐ **Distribute trauma and stress forms to all involved employees. Encourage participation—**Mitigate the potential long term emotional impact.
- ☐ **Contact the family of the injured worker(s)—**Send condolences, offer support, and establish staff representation for memorial/funeral service or hospital visit.