

**Emergency Action Plan**  
Version 2.0 | August 2023



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## Purpose and Scope

- A. **Purpose:** The purpose of the emergency action and notification plan is to effectively respond to immediate emergency situations on a Miller Pipeline job site. This plan will allow consistent incident response and management of resources to support a coordinated response among various departments, areas and agencies. The key elements of the structure include:
1. Roles and Responsibilities
  2. Emergency Action and Response Procedures
  3. Notification Plans
  4. Media Support
  5. Emergency Plan for Serious Injury or Loss
- B. **Scope:** This policy applies to all Miller Pipeline employees and operations at company construction job sites. This structure is to effectively keep our people safe, support the recovery of business operations and deal with the aftermath of a major incident once the immediate emergency situation is under control. This includes but is not limited to: recovering business operations; communicating with executive management; working with outside agencies and emergency services; handling media; supporting investigations; working with insurers; contacting and coordinating with family members of employees involved in serious incidents.
- C. **Notification Escalation:** Incidents that initiate an emergency response are to be reported to the Crew Foreman, Safety Manager, and the Regional VP. The Regional VP will determine if further escalation is required. Examples of incidents that would escalate to the Regional VP include, but are not limited to:
1. Any hazardous material release/spill to the environment
  2. Injuries requiring in-patient hospitalization
  3. Utility line strike that results in significant customer/public service interruption
  4. Incidents where the press/media are involved
  5. Serious motor vehicle accidents involving injuries
  6. Fire or explosion requiring an evacuation or fire department response
  7. Trench collapse involving an entrapped worker
  8. Incident involving workplace violence or terror threat
  9. Onsite inspection from OSHA, Environmental Protection Agency or any agency/authority
  10. Incident involving a job being shut down
  11. Any demonstration, picketing, protest or labor disruption at a Miller job
  12. If there is a question about whether an event meets the above criteria, always call and report the incident.
- D. **Emergency Communication:**
1. The VP of Safety will send a Zoom or Teams invite to each member of the Crisis Management Team once notified of the incident.
    - a.) The subject line of the meeting request will be: Client Attorney Privilege\_ Mandatory CMT Incident Review
  2. If Zoom or Teams cannot be utilized, an emergency conference number will be used. This number is to be used ONLY for Emergency Purposes.
    - a.) Phone Number: 1-844-386-8850
    - b.) Pin: 8850

## Roles and Responsibilities

### A. Foreman

1. **Role:** Act and respond in emergency situations as outlined by this plan.
2. **Responsibility:** In advance of an incident, designate an acting foreman in the event the foreman is involved in the incident. Ensure the acting foreman has contact information for the Safety Manager and Supervisor, understands notification procedures, and is comfortable with the role of acting foreman. For further details, see the Miller Hub and/or Appendix E for guidance in handling emergency situations.
3. **Call:** 911, Safety Manager, and Supervisor.

### B. Safety Manager

1. **Role:** The primary role is to provide support to ensure the incident is managed safely, effectively and efficiently. This includes making notifications to the Regional Vice President, and ensure adequate resources are made available for properly managing the emergency response and resuming operations. Support the development, implementation, and continued operations of this policy.
2. **Responsibility:**
  - a.) Respond to emergency situations as outlined in this policy, this includes coordinating the securement and preserve the incident scene.
  - b.) Meet with any emergency responders, agency officials, customer representatives and the foreman to establish a plan for resolving the situation safely and efficiently.
  - c.) When receiving the call from the crew foreman, remind the foreman during the call:
    - (1.) To stay calm and levelheaded to protect the crew and site
    - (2.) Do not share any photos or videos of the incident
    - (3.) Keep all communication verbal, do not email or text about the incident even if it's a customer request
    - (4.) Direct all inquiries to the Safety Manager via a phone call
  - d.) Determine with Regional VP who will call the customer directly to provide a general update, do not release any facts yet.
3. **Call:** Regional Vice President, and Vice President of Safety.

### C. Corporate Safety Department

1. **Role:** Owner of the Emergency Action and Incident Notification Plan.
2. **Responsibility:**
  - a.) Responsible for the overall development, coordination, implementation, maintenance and continued operations of this policy.
  - b.) Shall ensure all employees are made aware and communicate changes to this plan. In the event of an emergency, they are also required to conduct any agency notifications (OSHA/EPA/FD/etc.), act as liaison with agencies, oversee the securement and preservation of the incident scene, equipment, tools and materials relevant to the event.
  - c.) Initiates the Crisis Management Team (as needed).
3. **Call:** President, and send Zoom invitation to the Crisis Management Team.

#### D. Regional Vice President

1. **Role:** The primary role of the Regional Vice President in an emergency situation is to provide leadership and support to ensure the incident is managed safely, effectively and efficiently.
2. **Responsibility:** Upon notification of an emergency situation by the safety manager:
  - a.) Coach the safety manager and ensure they are focused on protecting life, public, environment and property.
  - b.) Determine with the safety manager who should make the call with the customer within 15 minutes of the incident.
  - c.) Join the Crisis Management Team meetings requested by the VP of Safety.
  - d.) In situations involving serious life-threatening injury or loss of life, notify the effected employees family of the incident, provide support (pay for travel/lodging/etc.) and ongoing communication with them (refer to Appendix D - Family Notification Procedure).
3. **Call:** If selected to call the customer, only provide high-level details ““Here’s what I know…” without any speculation or assumptions. Provide confirmed facts only.

#### E. Company President

1. **Role:** Act and respond in emergency situations as outlined by this plan.
2. **Responsibility:**
  - a.) Join all crisis management team meetings requested by the VP of Safety.
  - b.) Inform the Artera CEO of incidents.
3. **Call:** Artera CEO.

#### F. General Foreman/Superintendents

1. **Role:** The primary role of the GF/Superintendent in an emergency is receive direction from the safety manager in how to support the incident.
2. **Responsibility:** Upon initial notification of an emergency situation, some responsibilities might be:
  - a.) Keep all communication verbal and not to email or text about the incident.
  - b.) If there is an injury, potentially visit the employee at the hospital.
  - c.) Support the Vice President with family matters if requested.
  - d.) Ensure resources (monetary and manpower) are available to support the crew in safely, effectively and efficiently managing the incident.
  - e.) Arrive at the scene as soon as possible (within 30-minutes) or assign a person to take over your role.
  - f.) Work with the CMT to conduct a formal investigation of the incident.
  - g.) Forward all gathered information to the Corporate Risk Manager within 24-hours.
  - h.) Participate in the Root Cause Investigation.

#### G. Safety Quality Compliance (SQC)

1. **Role:** The primary role of the SQC in an emergency is to receive direction from the safety manager in how to support the incident.
2. **Responsibility:** For further details, see the Miller Hub and/or Appendix E for guidance in handling emergency situations. If SQC receives first call from foreman, collect facts, and immediately call the Safety Manager with details. Example details include: what happened, who was involved, location of incident, time of day, and weather conditions.

**H. Crisis Management Team (CMT):**

1. **Role:** This team shall be made up of key leaders who can fulfill the following roles; VP Safety (CMT leader), President, RVP, safety manager, superintendent, communications, risk and legal, human resources, and the job site general foreman or project manager.
2. **Responsibility:**
  - a.) The team will be responsible for effectively supporting the recovery of business operations and deal with the aftermath of major incidents once the immediate emergency situation is under control. They will also direct initial and ongoing communication with the owner/operator, media, public, employees, family and holding company. Examples include: Discuss when to share any Samsara footage with OSHA, Law enforcement and customer; Advise on joint agreement with the customer; Designate who puts together the report to send to the customer within 24 hours.
  - b.) The team will determine the Designated Spokesperson if Miller is chosen to handle the media. Review the following points when determining who will be the designated spokesperson:
    - (1.) Who is on-site and well versed to talk with the media?
    - (2.) Once determined, Communications will contact the designated spokesperson to coach and send talking points/statements directly to them.

**I. Legal**

1. **Role:** A member of the Crisis Management Team (CMT).
2. **Responsibility:** Shall support the emergency situation and act as a resource to the Crisis Management Team. In situations involving serious life-threatening injuries or loss of life, support the Regional Vice President/President as outlined in Appendix D. Provide support in any written documents sent to the customer or media.

**J. Designated Spokesperson:**

1. **Role:** Shall be the only person on site to communicate with the media. This role will be determined by the Crisis Management Team.
2. **Responsibility:** See details of this role in Appendix B.

**K. Employees**

1. **Role:** Act and respond in emergency situations as outlined by this plan.
2. **Responsibility:** Immediately report any incident or injury to their foreman/superintendent (or another supervisor if their foreman/superintendent is not available). Shall not discuss the incident details or potential causes with media, public, family, friends or others, unless directed by a member management to do so.

**L. Communications Department**

1. **Role:** Act and respond in emergency situations as outlined by this plan.
2. **Responsibility:** Shall take immediate action to respond to emergencies and maintain the credibility and positive image of Miller Pipeline and Artera. Shall monitor public media and coordinate all communications with the public, media and Artera. Shall determine with the Safety Manager who will be the spokesperson to speak with the media. The VP of Communications to participate and support the Crisis Management Team.

**M. Risk Department:**

1. **Role:** Support involved parties upon request.
2. **Responsibility:** Shall act as liaison with insurance; coordinate with appropriate internal counsel, insurance personnel, onsite crisis nurse and independent adjuster.

**N. Human Resources Department:**

1. **Role:** A member of the Crisis Management Team (CMT).
2. **Responsibility:** Shall support the emergency situation and act as a resource to the Crisis Management Team. In situations involving serious life-threatening injuries or loss of life, support the Regional Vice President/President as outlined in Appendix D.

## **Training Requirements**

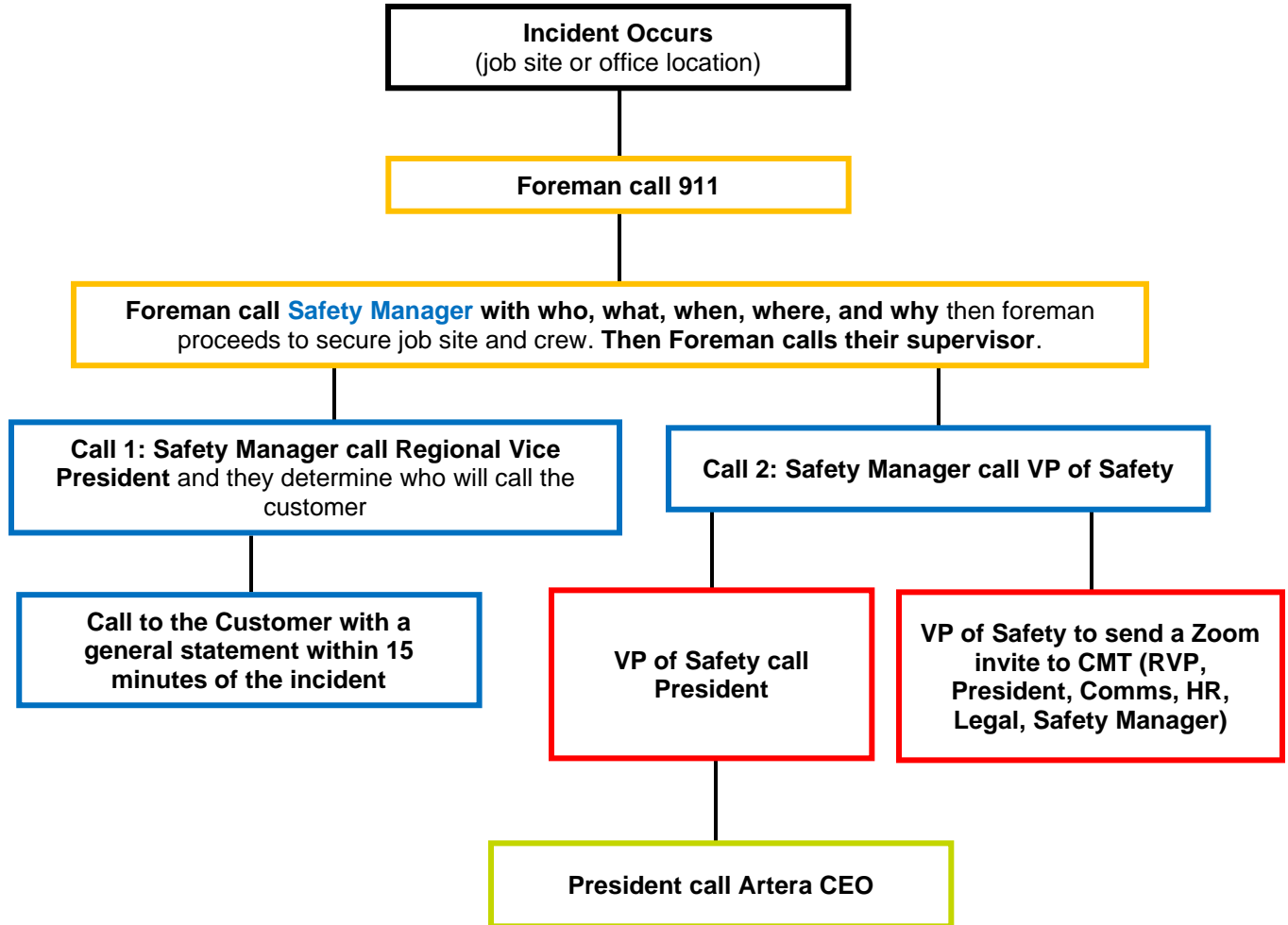
- A. All involved parties with the Emergency Action Plan will complete an annual training.
  
- B. CPR, AED and First Aid (CPR/AED/FA) Training: All foreman, safety staff and corporate safety will complete a training course every two years.
  - 1. Field employees and management will be offered the opportunity to take CPR/AED/FA training.
  - 2. Miller Pipeline: the goal is to have at least one person certified in CPR/AED/FA for every crew.
  
- C. Fire Extinguisher Training: All field employees will complete fire extinguisher training annually.

## **Jobsite Incident Notification Plans**

The jobsite incident notification plans outline the proper notification, communication and escalation steps to follow in the event of an emergency. Refer to Appendix A for the incident notification plan.



**APPENDIX A – Incident Notification Plan**



## **APPENDIX B – MEDIA RELATIONS**

### **General Guidelines**

#### **What to do if the media shows up at the job during or after an incident?**

- Instruct your crew to not discuss the details with or near media, family, friends or community members
- Foreman to find out from the Safety Manager who will handle the media on site and to direct any questions to that contact if approached.
- Crew members should not share, or post photos or videos regarding the incident event on personal or company provided devices or social media pages.

#### **If approached by the media on a job site, here are some helpful hints to protect our company's reputation:**

- **DO** maintain a professional and courteous attitude towards community members
- **DON'T** make statements to or interact with the media, and don't speculate about circumstances or causes
- **DO** direct questions and requests to the safety manager
- **DO** say this to the media if pushed: "I can't provide a comment"

### **Jobsite Foreman Response**

If an incident occurs that results in media involvement:

1. Immediately inform the safety manager that the media is present
2. Remind your crew to refer any questions to you. You will refer media to the safety manager or the person identified to handle the media
3. Remind your team not to discuss any details of the investigation with family or friends. Also, do not share or post any images or videos on social media platforms
4. Treat the media with respect and make sure they maintain a safe distance from the area
5. Direct any inquiries or requests for interviews to the safety manager
6. Do not make statements to the media; if forced to answer, you can comment with the statement: "I can't provide a comment."

### **Safety Manager Response**

If an incident occurs that results in media involvement, after speaking with the foreman:

1. Once identified with the Regional Vice President on who contacts the customer, that individual should determine with the customer who on their team will handle the media.
2. If the customer requests Miller Pipeline to handle the media, the Safety Manager and Regional Vice President will discuss with the CMT, who will handle the media on site.
3. The safety manager to keep the CMT updated about any media situations.

### **Designated Spokesperson Response**

Upon customer request, the primary role of the designated spokesperson is to be the only person on site to communicate with the media.

#### **The designated spokesperson will:**

1. Be identified by the Safety Manager and Regional Vice President, in agreement with the customer, to be responsible to talk with the media.
2. Work with the Crisis Management Team, specifically the VP of Communications and Legal to discuss talking points and statements to the media
3. Identify a person to standby during interviews to take notes of questions asked and your answers
4. Call the VP of Communications with a recap of the communication exchange and follow up with any information to the media, if needed

#### **Helpful Hints for designated spokesperson:**

1. Treat the media with respect
2. Maintain a professional and courteous attitude towards media and community members
3. Do not make "No Comment" or "Off-the-record" statements
4. Stay calm if the media is pushy for information
5. Remain accessible to reporters and respect their deadlines
6. If allowed, be sure media is escorted in and out of the incident area
7. Answer questions directly and clearly
8. Avoid speculating any details, exaggerating or minimizing the severity of the incident, covering up facts, or placing blame
9. Provide all media sources equal access to information we release
10. Release an initial statement, such as, "We are taking this situation very seriously and are in the process of conducting a formal investigation. When we have accurate information, we will pass it along to you. My contact information is..."

### **The Crisis Management Team Response**

1. Provide guidance to the team in the field specifically the legal representative in approving talking points and statements to the media.
2. The CMT to determine if they need to reach out to Artera for additional counsel for a particular situation.

### **The Corporate Communications Department Response**

1. To monitor social media platforms for any posts and comments regarding the incident. Do not send any links of stories unless requested by legal.
2. Set up Google alerts for keywords to be notified of any activity posted online
3. Work with the VP of Communications, safety manager and CMT to determine the following:
  - a. Who is the customer contact to work with regarding any media inquiries?
  - b. Who is on-site to direct media to the customer contact?
  - c. Is the customer passing the media responsibility to Miller Pipeline?
    - i. If so, who is the Miller Pipeline designated spokesperson?
    - ii. Send talking points and statements to the on-site spokesperson if Miller Pipeline is directed by the customer to talk to the media.
4. Refer to appendix C for media relations prepared documents

## **APPENDIX C – MEDIA RELATIONS PREPARED DOCUMENTS**

Any information to be released in writing must have Crisis Management Team approval before it is released.

### **Example for Internal Communications**

*This is a sample pre-formatted prepared statement, which can be used or modified quickly during initial incident response.*

*You may add additional information if available such as known injuries at this time or other pertinent information that is available. Remember, any information given should be definitive and not speculative. Verify everything before it is released.*

*An \_\_\_\_\_ at the **Insert Your Company Name, Insert Project Name** Project, involving \_\_\_\_\_ occurred today at \_\_\_\_\_. The Incident is under investigation and more information is forthcoming.*

*An (what happened) at the **Insert Your Company Name and Jobsite Name** involving (who/what) occurred today at (time). The incident is under investigation and more information is forthcoming.*

*For Example:*

*A crane boom failed at the Miller Pipeline jobsite, in Washington DC today at approximately 3:00 p.m. The incident is under investigation and more information is forthcoming.*

### **Example of Internal Communication from Supervisor to Employees Impacted**

#### **Statement for supervisor to make for employees involved in crisis**

*Yesterday, there was an incident at one of our job sites in [insert city]. [insert what happened]. The crew took immediate action, [how did they take immediate action] Thank you to the crew [names here] for their quick thinking and commitment to their team member. [Current state of affected employees]*

*As a result of this incident, we are [state what we or the customer are doing] our job sites to reinforce your safety. If at any time if you feel unsafe, please use Stop Work Authority, leave the area and call me. If I am not available, call [insert contact name] at [insert contact phone number].*

*As we return to work, please be aware of your surroundings at all times and continue to watch out for each other. Your safety is First and Foremost to us.*

## **APPENDIX D – Emergency Management Plan for a Serious Injury or Loss of Life**

The company President or Regional Vice President and the involved employee's supervisor should meet in person with the family of the involved employee whenever possible. Remember that compassionate, factual and timely communications are essential when delivering sensitive information.

### **In the Event of a Serious Injury (inpatient hospitalization for over 24-hours):**

1. Determine where the injured person is being taken for medical care. Send a management team member to the medical facility with the employee and be sure they stay until relieved or told they can leave.
2. Determine the nature and extent of the injury. Obtain updates from the management team member at the medical facility or the Crisis Management Team.
3. Determine the location of spouse or closest family member. Coordinate with them and provide transportation to the medical facility (drive and pick them up if possible). If the spouse/family is not within reasonable driving distance of the medical facility, work with them to make flight arrangements.
  - a. NOTE: In situations where family must travel to the medical facility, Miller will pay for transportation (bus, flight, car rental) and lodging (hotel, motel, etc.). Communicate this with the family immediately after connecting with them.)
4. The Regional VP (or designee) will call the injured persons family to inform them that there has been an incident, that the employee has been injured and that the extent of the injury is not known until information has been received from the attending physician.
  - a. NOTE: Advise the family member (spouse, parent, etc.) that we would like to drive them to the medical facility. Discourage them from driving themselves unless they absolutely insist.
5. If needed, the Regional VP will select an appropriate employee to go to the injured employees home to provide assistance to the family.
6. The Superintendent will stay in contact with the medical facility or Risk Management for updates on the condition of the injured employee.
7. Speaking with Family: Prior to speaking with family, be sure you have the latest update from the Crisis Management Team and the medical facility. Discussion topics include the following:
  - a. Inform them of all known facts about the incident and assure them we are doing everything we can to address/investigate the situation and will keep them informed.
  - b. Inform them of the company spokesperson who is handling media relations and request that all media communication be channeled through them.
  - c. Deliver any new facts to them first.
  - d. Do everything possible to comfort them while at the scene.
  - e. Ask if money, childcare, eldercare, lodging or transport for in-bound relatives/friends needed? Accelerate paycheck processing if needed with Accounting Department.
  - f. Ask if help is needed making phone calls or any other arrangements as outlined by the family.
  - g. Provide an overview of next few days events: taking care of co-workers, incident investigation, and advise about who may be contacting them (insurance, benefits, staff, HR, etc.).
  - h. Provide information about the Employee Assistance Program (EAP) for grief counseling and other services.
  - i. Close the discussion by encouraging them to talk with family, friends, clergy, or counselors for support. Let them know you or other staff will be available to keep them updated or if they have questions.
8. Stay Connected. The company president or Regional VP shall call the family periodically with updates as necessary. Exchange phone numbers and arrange a time to talk later. Keep family advised as information is gathered and becomes available. Understand that the impact of the incident will be over for you much sooner than the family. Consider sending condolence cards, flowers, or consider assisting with meals, and/or other efforts to help them through the difficult time. Contact your Human Resources department to help assist with these items.

### **In the Event of Loss of Life/Fatality**

1. In the event of a fatality, the Company President or Regional Vice President (or designated representative) will inform the family (spouse, parents, children etc.), IN PERSON (whenever possible), of the incident and offer (and select) an employee to assist in any manner possible in making phone calls or handling arrangements.
  - a. Note: Family member notification should always be done in person (not by telephone) if at all possible, and should be accomplished by a group of company representatives, rather than by an individual.
2. Determine where the involved employee is being taken. Management team member will stay with employee until relieved or the CMT determines they can leave. Determine if a management representative should remain there.
3. Determine the location of spouse or closest family member. Coordinate with them and provide transportation to the location of the employee (drive and pick them up if possible). If the spouse/family is not within reasonable driving distance of the medical facility, work with them to make flight arrangements.
  - a. NOTE: In situations where family must travel to the medical facility, Miller will pay for transportation (bus, flight, car rental) and lodging (hotel, motel, etc.). Communicate this with the family immediately after connecting with them.)
4. If the employee is working out of state, coordinate the flight information for the family member to arrive in the location of the incident.
5. Communication needs to be made IN PERSON as soon as possible with the purpose of providing information about the incident, offering support to the family, providing names/contact information for key company contacts (HR, insurance, EAP, etc.), providing benefit information and responding to questions.
6. Determine the following:
  - a. If money for childcare, eldercare, lodging or transport for in-bound relatives/friends needed – Miller will provide financial support.
  - b. Accelerate paycheck processing (as needed) with payroll department.
  - c. Determine if a site visit is allowed (family typically want to visit the location).
  - d. Provide an overview of next few days events: taking care of co-workers, investigation, and advise about who may be contacting them (insurance, benefits, staff, HR, etc.)
  - e. Provide information about the Employee Assistance Program (EAP) for grief counseling and other services.
  - f. Bring closure to the discussion by encouraging them to talk with family, friends, clergy, or counselors for support. Let them know you or other staff will be available to keep them updated or if they have questions.
7. The Regional VP should remain with the family until there is no longer a need to assist the family or until they are relieved by another company representative.
8. Be sure to help the family avoid calls or visits from the media. If the media attempts to contact a family member, it is the family's right to speak to the media, only if they wish to do so. The family cannot be prevented from speaking to the media if they desire to do so.
9. Stay Connected. The company president or Regional VP shall call the family periodically with updates as necessary. Exchange phone numbers and arrange a time to talk later. Maintain contact and keep family advised as information is gathered and becomes available. Stay in contact through the time of the funeral to ensure the needs of the family are met appropriately and in a timely manner.
10. Coordinate sending condolence cards, flowers. Consider assisting with meals, and/or other efforts to help them through the difficult time. Contact the Human Resources department to help assist with these items.

Note: Keep in mind that the impact of the incident will likely be a long-term ordeal for the family. Be sure to keep up continued communication and show compassion for family and friends.

## APPENDIX E – EMERGENCY RESPONSE

### Emergency Action/Response Planning

The following criteria shall be considered when evaluating jobsites and developing emergency action/response plans:

- Evacuation assembly/muster areas.
- Evacuation routes.
- Method for accounting for team/crew members and how to communicate any missing employees to authorities.
- Critical Operations – Identify locations for all gas and other critical shutoff valves. Identify all ignition sources (combustion engine equipment, electrical tools, etc.).
- Medical and Rescue – Utilize onsite Emergency Responders for minor injuries if trained individuals are available. Utilize paramedics or clinic for more serious injuries or illnesses.
- Emergency service notification and numbers – fire, paramedic, police, owner/operator, etc.

**Miller Pipeline:** The crew foremen will evaluate new job sites upon arrival for potential emergency situations and communicate any unique considerations to all crew members before start-up.

### **NOTICE - THE EMERGENCY RESPONDER'S SAFETY IS FIRST PRIORITY!**

#### Notification Requirements

1. Call 911
2. Call local Safety Manager
3. Call Supervisor, General Foreman, or Superintendent

*If you do not hear back from either the Safety Manager or the GF/Superintendent within 10 minutes, call another SQC, Supervisor, or Regional VP to notify them of the situation.*

#### Medical Emergencies

**In the event injury or illness:** immediately notify an Emergency Responder or call 911 Emergency Services/Paramedics. For serious injuries, immediately call 911 (ambulance, fire department, EMT), follow the instruction of the 911 operator and stay with the patient as long as it is safe to do so.

*Anytime 911 is called, be sure to have another person wait near the jobsite entrance in order to quickly escort the responders to the exact location of the patient.*

Miller Pipeline: Miller Injury Hotline (855)-675-6824 for non-serious injuries

### **Gas Line Strike**

1. Upon striking a gas line, stop all job activities and turn off all equipment (combustion engine equipment, electrical tools, vehicles, etc.)
2. Evacuate to a safe location and secure/barricade the area
3. Call 811, 911, and required company personnel
4. Take action to reduce potential hazards in order to protect people, public and property
5. If safe to do so, have the utility/owner/operator turn off the source of the leak
6. Only move all vehicles away from the area if safe to do so – this will allow emergency responders better access
7. Wait for emergency responders, a customer representative, and your Superintendent to arrive at the location
8. Assist in resolving the situation as directed

### **Trench Collapse**

1. If a crewmember is entrapped or buried in a trench collapse, immediately stop all job activities and turn off all equipment to eliminate ground vibration
2. Immediately call 911
3. Identify victim(s) and document their location in the trench
4. DO NOT attempt to remove crewmember(s) with powered equipment or allow others to enter the trench (over 60% of trench related fatalities are attributed to would-be rescuers)
5. Secure and isolate the area, keep people and all machinery away from the trench
6. Call required company personnel
7. Stop and detour traffic within 300 feet of the collapse zone. Establish a hazard zone at least 75 feet around the perimeter of the collapse zone with a barricade if possible
8. If safe to do so, remove all vehicles from the area to reduce potential ground disturbances and allow emergency responders better access
9. When the emergency responders arrive, provide the following information:
  - a. The number of crewmembers entrapped and their approximate locations
  - b. The depth of the trench
  - c. The time of the collapse
10. Assist emergency responders as instructed

### **Electrical Line Strike**

1. Upon striking a live electric line with an excavator or vehicle:
  - a. Instruct everyone in the immediate area to stand still and keep everyone else away
  - b. Attempt to break contact with the electric line
  - c. Stay in the vehicle until the line can be de-energized (even if you break contact)
  - d. Make required notifications
2. Upon striking an electric line with a directional drill:
  - a. Instruct everyone in the immediate area to stand still and keep everyone else away
  - b. Avoid touching the drill or anything connected to it (i.e. mixing trailer, drill pipe, etc.)
  - c. Reverse the drill rod without uncoupling it
  - d. Reset and test both strike alert systems
  - e. Dismount the equipment only if the tests work and the systems do not detect current
  - f. Call the electric company
  - g. Make required notifications
3. If the equipment ignites while waiting for emergency responders:
  - a. Jump away from the equipment
  - b. DO NOT hold onto the equipment as you jump and be sure to land on both feet



- c. Hop or shuffle in a straight line away from the equipment
- d. If shocked, turn 90-degrees and continue hopping/shuffling

### **Fiber-Optic Strike**

Upon striking a fiber-optic cable:

1. Avoid touching or looking into the light or the ends of severed cable
2. Make required notifications
3. Treat broken fiber shards like glass shards
4. Wash skin if contact with cable occurs

### **Sewer Strike**

Upon striking a sewer line:

1. Make required notifications
2. Cover eyes and exposed skin if making repair
3. Discard/clean PPE and wash skin when finished
4. Notify safety department of any crewmembers who had direct contact with sewage

### **Fire or Explosion**

1. Upon discovering a fire or explosion, call 911 and notify your crewmembers
2. Fire extinguishing:
  - a. Small fire - use a fire extinguisher to put it out if feasible to do so without jeopardizing personal well-being
  - b. Natural gas fire – if the fire is NOT posing a hazard to life or property, let it burn until emergency responders arrive
  - c. Electrical fire - use a dry chemical fire extinguisher (never water)
  - d. Flammable liquids fire – use a dry chemical extinguisher
  - e. When extinguishing a fire, start at the leading edge base of the fire and use a side-to-side sweeping action to extinguish the fire. Follow the P.A.S.S. method:
    - i. **P**ull the pin
    - ii. **A**im at the base of the fire
    - iii. **S**queeze the discharge handle
    - iv. **S**weep from side to side
3. If you do extinguish the fire, notify the customer and your Superintendent. Be sure to keep watch at the fire location to ensure it doesn't reignite.
  - a. If you do *not* extinguish the fire:
  - b. Stop all job activities and protect life and property
  - c. Confirm 911 has been called
  - d. Secure and isolate the area
  - e. Obtain medical services for any injured crewmembers
  - f. Make required notifications
  - g. Move all vehicles away from the area to allow emergency responders better access, if the vehicles are not directly involved with the incident
  - h. Wait for 911 emergency responders at the entrance and take them directly to the fire

### **Heavy Rain, Floods and Electrical Storms**

1. Rain/Flood:
  - a. Contact your Superintendent to discuss leaving the jobsite before flash flooding occurs.
  - b. Plan routes to avoid common flood areas.

- c. Stop and take an alternate route before driving through a flooded area.
- 2. Electrical Storms (lightening):
  - a. Contact your Superintendent to discuss taking shelter before an electrical storm occurs.
  - b. Stop work - all testing or grounding and/or work in or around structures (i.e., tanks, backhoes, excavators, vac-trucks, cranes, dozers, etc.) will be stopped. Work related to compressor/pump buildings and working at the project location or the right-of-way shall be stopped when an electrical storm is visible from the work site.
  - c. Work shall not resume until at least 30 minutes after the final observation of lightning and thunder.
  - d. In the event of an eminent severe weather emergency, all work will stop and employees will gather at a pre-designated muster/assembly area and proceed to an approved shelter.

### **High Winds or Tornados**

- 1. Lead all crew members to shelter in a nearby structure or the lowest elevation within the area (i.e. home with a basement, interior room of local business, lay down in a ditch, etc.).
- 2. Keep the crew away from down power lines, unstable structures, and other hazards.
- 3. If you have tools and equipment that are capable of becoming airborne, place them in a safe location such as a trailer, truck-bed, etc. (if time permits).

### **Earthquake**

- 1. If outside, stay away from all structures, buildings and overhead power line
- 2. If inside a home or structure, seek shelter under a table or doorway immediately
- 3. If life-threatening injury or severe damage occurs:
  - a. Evacuate the home or structure
  - b. Look for and stay at least 50' away from any down power lines
  - c. Call 911
  - d. Obtain medical services for any injured crewmembers
- 4. Do not re-enter the home or structure until instructed by 911 emergency responders

### **Terrorism**

If an act or threat of terrorism creates a hazard at or near the jobsite:

- 1. Instruct all employees to get into a vehicle and drive away from the hazard
- 2. Call 911
- 3. All employees should then meet at a safe location away from the hazard (e.g. the shop)
- 4. Meet with your Superintendent and seek further instruction prior to returning to the jobsite

### **Workplace Violence**

- 1. If an individual who could potentially become violent is seeking an employee:
  - a. Call 911
  - b. Immediately and privately notify the employee and move them to a safe and secure area
  - c. Move all other employees to a safe and secure area
  - d. Inform the individual they are not available and ask to take a message
  - e. Notify Corporate Human Resources as soon as possible
- 2. If a violent individual is confronting an employee(s):
  - a. Cooperate with the individuals demands without hesitation if weapons are involved
  - b. Call 911
  - c. Move all other employees to remote secure areas.
  - d. Avoid confronting or interacting with the aggressor if at all possible
  - e. The Supervisor or Foremen may attempt to diffuse the situation if weapons are NOT involved

- f. Notify Corporate Human Resources as soon as possible

### **Hazardous Material Release/Spill**

1. Upon the release/spilling of hazardous materials that creates or may create threat to the health and safety of crewmembers:
  - a. Immediately evacuate the area
  - b. Call 911 and notify crewmembers of the hazard
  - c. Make required notifications
  - d. Contain the spill if it is possible to do so without jeopardizing personal safety or health.
  - e. Contact the utility/owner/operator to coordinate spill cleanup
  - f. If medical treatment is needed, follow procedure for Medical Emergencies in Appendix D. Inform responders of what chemical(s) or type of hazardous material is involved.
  - g. DO NOT call the state or national emergency response numbers without prior authorization
2. Upon the release/spilling of a hazardous material that could have an adverse effect to the environment (groundwater, body of water, wildlife, fish,) or public:
  - a. Evacuate the area
  - b. Call 911, notify crewmembers, and required company personnel
  - c. Contain the spill if it is possible to do so without jeopardizing personal safety or health
  - d. Contact the utility/owner/operator to coordinate spill cleanup
  - e. DO NOT call the state or national emergency response numbers without prior authorization

### **Contaminated Soil**

Upon discovering soil that is contaminated with an unknown or hazardous substance:

1. Stop all job activities in the immediate area
2. Secure and isolate the area
3. Make required notifications
4. Consult your superintendent and the customer representative to determine how to resolve the issue
5. Assist in resolving the situation as directed
6. Depending on the substance, all employees and equipment may need to be decontaminated at the jobsite before they are permitted to leave

### **On-site Protesters**

If an individual(s) approach the job site protesting:

1. Lead all crew members away from the individual(s) if potentially violent
2. Keep a positive face as video recording is most likely happening
3. If possible, move all vehicles and equipment way from the hazard
4. Contact your superintendent in a safe place and communicate all details of the situation
5. Seek further instruction from your superintendent
6. If media arrives on site, follow the appropriate actions outlined in Appendix B

**Policy Owner\*: Safety Department**

\* Responsible for policy updates and communicating revisions to “Business Units Impacted”

Business Units Impacted	Communication Details

**Revision Summary and Approvers**

Date	Author	Description of Change	Approvers
7/19/2018	Steve Cronkhite Laura Morrow	Original	Mark Klimbal Andy Cleeter
5/7/19	Laura Morrow	Replaced Vectren with CenterPoint Energy	
8/17/2023	Laura Morrow Leslie Hunt	Updated call tree and notification structure, finalized document	Andy Cleeter Dale Anderson