

# Crisis Management Plans

WHAT TODAY'S TIMES REQUIRE

Tyler Henson | Eric Zuhlke



---

# TO DAY'S TO PICS

- JE Dunn and Crisis – 10 Years ago
- Upgrade 1.0
- The Incidents
- Upgrade 2.0

---

# 10+ Years Ago



---

# Upgrade 1.0



---

# THE INCIDENTS

- Oklahoma City
- Data Center Bomb Threats
- Understanding Mental Health and Projects
- The KC Shooting

# Upgrade 2.0





### CRISIS MANAGEMENT TEAM MEMBERS

#### OFFICE

**CHRIS PECK**  
Dallas Office Leader  
O: 000.000.0000  
C: 000.000.0000

**CHRIS SZELIGA**  
Austin Office Leader  
O: 000.000.0000  
C: 000.000.0000

**JASON BISHOP**  
OKC Office Leader  
O: 000.000.0000  
C: 000.000.0000

**PATRICK DENNIS**  
Houston Office Leader  
O: 000.000.0000  
C: 000.000.0000

#### REGIONAL

**GREG LOREI**  
SC Regional President  
Spokesperson  
O: 000.000.0000  
C: 000.000.0000

**MARC HUTSON**  
SC Dir of Construction Ops  
Alternate Spokesperson  
O: 000.000.0000  
C: 000.000.0000

**MITCH LAYTON**  
Director of Field Ops  
O: 000.000.0000  
C: 000.000.0000

**RICHARD HARTSUCK**  
Regional Safety Director  
O: 000.000.0000  
C: 000.000.0000

**JASON MARTIN**  
Regional General Counsel  
O: 000.000.0000  
C: 000.000.0000

#### CORPORATE

**GORDON LANSFORD**  
Chief Executive Officer  
O: 000.000.0000  
C: 000.000.0000

**BOB JACQUINOT**  
Nat'l Dir of Const Ops  
O: 000.000.0000  
C: 000.000.0000

**STEVE DUNN**  
Chairman of the Board  
O: 000.000.0000  
C: 000.000.0000

**GREG NOOK**  
Chief Marketing Officer  
O: 000.000.0000  
C: 000.000.0000

**TOM WHITTAKER**  
Chief Legal Officer  
O: 000.000.0000  
C: 000.000.0000

**EMILY FORS**  
Communications Director  
O: 000.000.0000  
C: 000.000.0000

**PATRICK LEIS**  
Nat'l Logistics Ops Director  
O: 000.000.0000  
C: 000.000.0000



### JOBSITE CRISIS RESPONSE PROTOCOL

#### Superintendent & Project Teams: *simultaneous actions*

- Notify EMS, local/onsite Safety Mgr, Project Executive
- Secure/freeze incident site & (if possible) make safe any hazards for response services and employees
- Isolate witnesses and begin taking statements

#### Project Executive:

- Inform Office Leader, DCO, & DFO

#### Office Leader:

- Inform Regional President
- Regional President, Office Leader, PX appoint incident spokesperson

#### Regional DCO:

- Inform National DCO, National Safety Director

#### Regional President:

- Inform CEO

#### CEO/Corporate Emergency Action Team:

- Prepare messaging for employees, talking points, & statements for media

#### When above actions have been completed:

1. Follow investigation procedures as outlined in the Health & Safety Manual
2. Project Team & Safety Rep conduct witness interviews
3. PX/Project Leadership conducts onsite liaison with EMS & local authorities
4. Safety/PX oversee and guide investigation
5. If event involves owned/rented equipment, contact Logistics before equipment is moved or put back into service

## CRISIS COMMUNICATIONS PROTOCOL (SOUTH CENTRAL REGION)

This reference card establishes a protocol for managing and reporting a crisis at a JE Dunn Construction Company job site or office site. It was created to ensure that critical crisis response procedures are followed and all key audiences, including the media, are communicated with quickly, accurately and as appropriate.

### What is a crisis?

A crisis is any event that involves loss of life, serious injury or potential loss of life, an accident which causes serious damage or disruption of operations/services to the site and nearby community. If in doubt about whether a situation qualifies as a crisis, immediately call your supervisor or Project Executive.

In the event of a union issue (walk-offs, picket line), Trade Partner issue, or stop work orders call Tom Whittaker 816-292-8707.

### CRISIS RESPONSE PROTOCOL – JOBSITE

#### Superintendent & Project Teams:

- Notify EMS, local/onsite Safety Manager, Project Executive
- Secure/freeze incident site and (if possible) make safe any hazards for response services and employees
- Isolate witnesses and begin taking statements

#### Project Executive:

- Inform Office Leader, DCO and DFO

#### Office Leader:

- Inform Regional President
- Regional President, Office Leader, and PX appoint incident spokesperson

#### Regional President:

- Inform CEO (in his absence this falls to DCO/DFO)

#### CEO/Corporate Emergency Action Team:

- Prepare messaging for employees, talking points, and statements for media

### COMMUNICATIONS (Corporate Communications, Greg Lorel or Tom Whittaker)

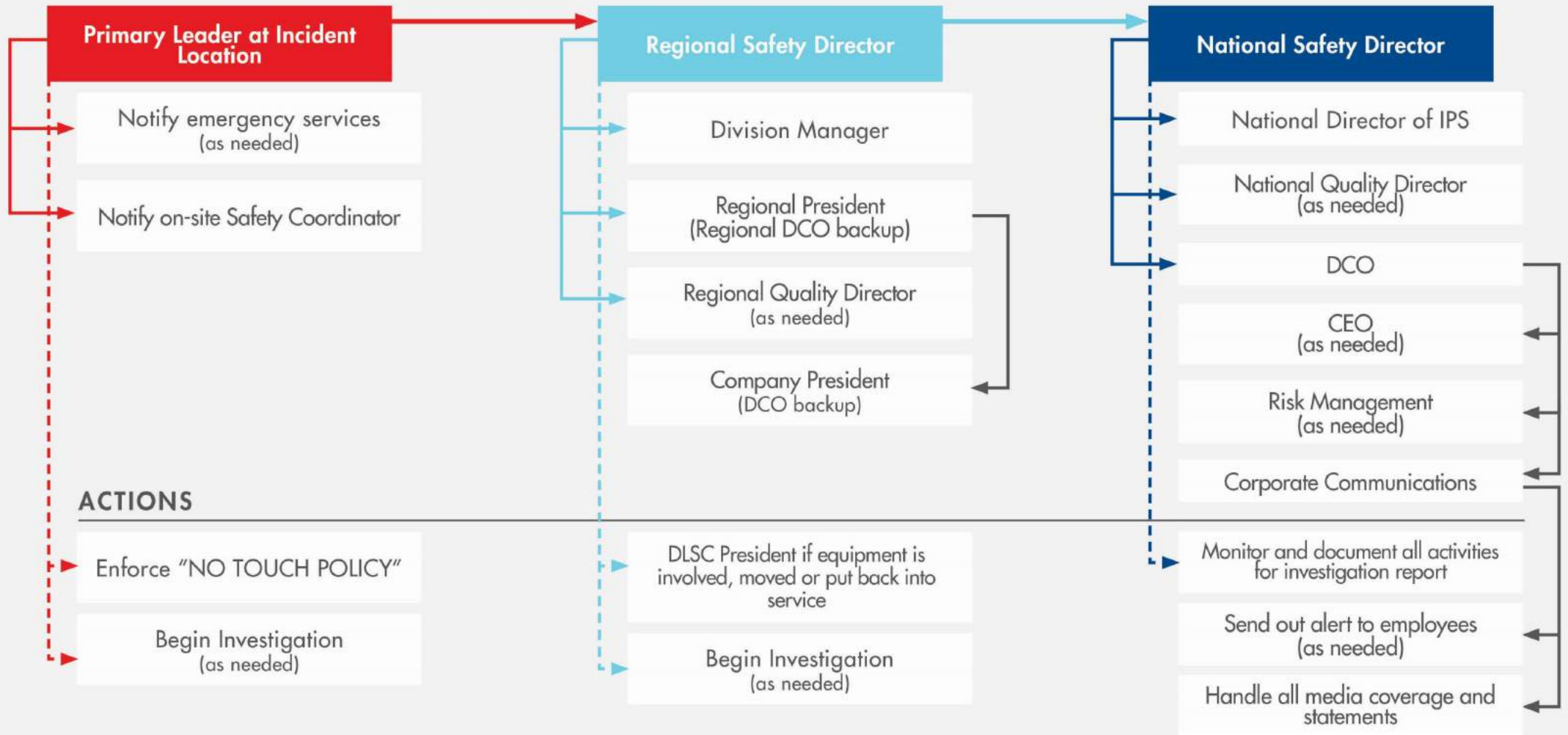
Appointed spokesperson, Office Leader, or Regional President will coordinate all media coverage and communications. If the spokesperson is not available and the situation demands immediate communication with the media (i.e. emergency personnel on the scene and/or OSHA-reportable), please review the following guidelines:

- Issue a short statement only, indicating that JE Dunn is investigating the incident and will follow back with additional details. However, do your best to get in touch with corporate communications prior to release. Do not participate in a face-to-face or phone interview with the media.
- Remember that our first and most important priority is the safety and well-being of our employees, their families and other individuals affected by the situation. Reinforce this with the media in every communication.
- “No Comment” is never an appropriate response to a media inquiry. If you are asked a question that you can’t respond to or are uncertain about, assure the media that you will seek out the answer and respond as soon as possible.
- Keep responses to media short and direct. Avoid over-informing.



# INCIDENT COMMUNICATION PROTOCOL

## NOTIFICATIONS



## CRISIS MANAGEMENT TEAM MEMBERS

<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number
<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number
<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number
<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number
<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number	<b>Name</b> Title Office Number Cell Number

## JOBSITE CRISIS RESPONSE PROTOCOL

### Superintendent & Project Teams:

- Notify EMS, local/onsite Safety Mgr, Project Executive
- Secure/freeze incident site & (if possible) make safe any hazards for response services and employees
- Isolate witnesses and begin taking statements

### Project Executive:

- Inform Office Leader, DCO, & DFO

### Office Leader:

- Inform Regional President
- Regional President, Office Leader, PX appoint incident spokesperson

### Regional DCO:

- Inform National DCO, National Safety Director

### Regional President:

- Inform CEO

### CEO/Corporate Emergency Action Team:

- Prepare messaging for employees, talking points, & statements for media

### When above actions have been completed:

1. Follow investigation procedures as outlined in the Health & Safety Manual
2. Project Team & Safety Rep conduct witness interviews
3. PX/Project Leadership conducts onsite liason with EMS & local authorities
4. Safety/PX oversee and guide investigation
5. If event involves owned/rented equipment, contact Logistics before equipment is moved or put back into service



---

# Open Discussion | Q&A