



## CRISIS MANAGEMENT PLAN

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## SECTION 1 – INTRODUCTION

Live the Lane Values: Only by living the Lane values can we achieve efficient and effective crisis management.

**Lane’s Crisis Management Plan (“CMP”)** sets forth many of the actions that should be taken to prepare for and effectively respond to a crisis. The CMP also assigns responsibility for such actions. All Lane projects and offices must create specific crisis management plans containing the requirements of this CMP.

***Crisis Defined:*** *A crisis is any event that has created and/or may still pose an immediate threat to life, property or the business of Lane. For purposes of this CMP, a crisis event may occur at a Lane project or office.*

### **Types of crisis events:**

- Earthquakes, hurricanes, tornados
- Fires/explosions
- Fatalities/serious bodily injuries
- Significant petroleum or chemical releases
- Workplace violence
- Labor disputes
- Bomb threats, terrorist attacks
- Collapse of a structure or portion of a structure
- Equipment failure, such as the collapse of a crane

**Lane employees:** All Lane employees must be familiar with the details of this CMP, and the specific CMP for their project or office.

**Lane management:** This CMP is intended to provide general direction to Lane management and may not address all crisis-related events, roles and responsibilities.

**Be prepared and react efficiently and effectively:** Only through efficient and effective management of crisis events can the effects of such events be minimized. Understand the contents of this CMP and commit to efficient and effective execution of its requirements.

**Practice:** Repetitive practice and drills are key to efficient execution in a crisis situation. Drills should be conducted once per year at Lane projects and offices.

**Refer to and use** the Crisis Team Preparation Checklist in Section 6a, the Crisis Team Emergency Phone List in Section 6b, and the Corporate Crisis Team Emergency Phone List in Section 6c.

## SECTION 2 – ESTABLISHMENT OF CRISIS TEAMS

### 1. Project or Office “Crisis Teams”

Each project and office must create and utilize “Crisis Teams” that are prepared to react to crisis events. A “Crisis Team Leader” should be designated. Employees at all projects and offices must be familiar with this CMP and the specific CMP for their project or office. Training programs must be implemented under the supervision of project directors and the Safety Department, and reviewed and updated annually, at a minimum.

The following responsibilities should be assigned to Crisis Team members and set forth in a Crisis Management Plan:

- First aid/CPR
- Police/fire department contacts
- Monitoring weather in the event of a storm or other severe weather event
- Traffic control/gate security
- Securing the incident site
- Phone monitoring
- Media escort (to guide media representatives to a predetermined media location)
- Power/water/gas shutdown and control
- Securing equipment
- Incident investigation coordination, including capturing investigation detail in writing and photos, where appropriate

Others, besides Crisis Team members, must be consulted when developing your Crisis Management Plan, such as:

- Fire/police department/ambulance services
- The Owner
- Specialty subcontractors (electrical, HVAC/plumbing, fire protection, etc.)
- Adjacent buildings and the building managers and/or security personnel
- Highway departments
- Hospital/local medical facilities
- City/county departments
- Utility companies (power, water, communications, gas)
- Insurance carrier(s)
- Other local authorities (Office of Energy Management, Department of Design and Construction, etc.)
- Security consultants
- Petroleum/chemical spill responders

### 2. Corporate Crisis Team

Lane Corporate shall establish a “Corporate Crisis Team” to manage crisis events with the various local Crisis Teams.

## **Corporate Crisis Team members:**

1. Senior Corporate Attorney – **David Bondanza**
2. Risk Manager – **Thomas Edstrom**
3. Claim Specialist – **Nicole Washington**
4. Claims Specialist – **Paula Joiner**
5. Director of Safety – **J.R. Glascock**
6. Media Communications – **Lauralee Heckman**
7. Director of HR Management – **Leonor Haefner**

## **The primary role of the Corporate Crisis Team is to:**

- Provide overall management of the crisis
- Provide guidance to the Crisis Teams
- Ensure necessary communication and coordination is in place
- Assist in determining the need for and engaging necessary consultants, as required
- Coordinate the release of information

## **SECTION 3 – CRISIS EVENT RESPONSES**

### **Section 3a** **General Crisis Event Responses**

#### **1. First Hour Response**

The following immediate actions must take place during a crisis event. These actions should be directed by the Crisis Team Leader, or in his or her absence, the senior staff member at the location.

In all cases, immediate notification must be made to the Corporate Crisis Management Hotline:

**203-439-2987**

If a member of the Corporate Crisis Management team does not answer, please hang up and immediately try your call again.

Then contact, as appropriate:

- Vice-President of Area
- Project Director
- Area Safety Manager
- Subcontractors, suppliers and consultants
- The Owner

- Others as discussed in this CMP

## **First Hour Actions**

### **1. Provide CPR/first aid and protect the worker(s)**

In the event an injured person(s) is in immediate danger:

- Take action to eliminate the danger and/or move the injured person(s) from danger
- Secure the area and provide first aid

All projects and offices should have a predetermined CPR/first aid-trained person(s) who shall respond to the victim(s) with basic first aid equipment and stay with the victim(s) until an emergency medical response team arrives and takes over treatment.

In the event the injured party is taken away by ambulance, helicopter or the like, determine where the injured individual is being taken and be prepared to report such facts to the Corporate Crisis Management Team.

### **2. Request emergency help**

Call 911 and provide the type of incident, injuries, number of injured, and location of incident.

Become familiar with police representatives in your area and review with them and/or the fire department the proper way to notify them about crisis events.

### **3. Account for all personnel**

Determine if evacuation is required, and if so, the project or office shall be evacuated to a prearranged meeting place outside of the project or office. All personnel must be accounted for.

If the project or office is shut down for the day, everyone must be accounted for and instructions must be given as to start time the next day.

The Crisis Team Leader, or in his/her absence, the senior staff member at the location, should provide a post-crisis event debrief to personnel prior to them leaving the project or office. Provide basic details related to the crisis event to minimize the spread of false information or rumors.

The Crisis Team Leader or senior staff member should direct employees to contact their families immediately to communicate their personal condition.

### **4. Secure the project or office**

- A “gatekeeper” who controls access to the location must be designated as part of the Crisis Team.
- No one except authorized personnel is allowed into an office or onto the project.
- All visitors should be escorted from the office or project but should remain available for questioning.

*Evidence should not be moved or altered in any way because destruction of evidence can play a significant role in determining liability for the crisis event. Evidence should be locked up, guarded, or photographed.*

## **Follow-up Actions**

### **1. Meet with first responders/ emergency personnel**

The Crisis Team Leader, or in his/her absence, the senior staff member at the location, must meet with the responding emergency department and advise them of the emergency situation and layout of the site.

Lane, with the help of the subcontractors, must secure the site to bar entry of other vehicles. Any vehicles blocking access from the street must be removed immediately.

Predetermined Lane employees shall assist security personnel and remain stationed at assigned locations until relieved or advised by the Crisis Team Leader or in his/her absence, the senior staff member at the location, that they are no longer needed.

Be prepared to share with authorities a list of all hazardous chemicals and flammables, as well as their locations.

### **2. Conduct incident investigation**

David Bondanza, Senior Corporate Attorney, Thomas Edstrom, Risk Manager, and the Area Safety Manager will assist the Crisis Team Leader in setting up and organizing an appropriate team to preserve evidence, identify all witnesses and initiate proper incident investigation.

### **3. Accompany the MSHA/OSHA investigator**

The Area Safety Manager, or a designated member of the Safety Department, must be contacted immediately if the Mine Safety and Health Administration (MSHA) or Occupational Safety and Health Administration (OSHA) investigate the site.

Also, if MSHA or OSHA investigate the incident, the Crisis Team Leader or trained member of his or her staff must accompany the MSHA/OSHA representative(s) to assure they receive accurate, correct information.

### **4. Post-incident evaluation and review**

The Crisis Team may conduct a post-incident evaluation and any lessons learned should be updated in the CMP and disseminated to the Corporate Crisis Team.

## SECTION 4 – SPECIFIC CRISIS EVENT RESPONSES

In addition to the general event responses set forth previously, specific event response plans follow with additional detail.

### SECTION 4a – Bomb Threat

In the event a project or office receives a bomb threat, contact the local police department immediately, and keep in mind that certain projects may have other notification requirements to federal agencies, i.e., airport projects, which likely require FAA notification.

***NOTE: No Lane employee or trade contractor employee is permitted to participate in a bomb search.***

***Follow steps 3 (“Account for All Personnel”) and 4 (“Secure the Project or Office”) in the First Hour Response located in Section 3a.***

**In the event of an evacuation,** evacuate the project or office in an orderly manner

The Crisis Team Leader, or senior staff member located at the project or office, is the only person that can direct employees to return to work and only after a search of the project or office has been completed by law enforcement personnel or qualified representatives of the Owner, and only after one (1) hour has elapsed since the bomb threat.

***See and use the Bomb Threat Report located in Section 6d.***

### SECTION 4b – Structure Collapse

Examples of structures that may collapse are: bridges, buildings, etc.

In the event that a structure collapses, follow the First Hour Response directions located in Section 3. These actions should be directed by the Crisis Team Leader or, in his/her absence, the senior staff member at the location.

**Typical procedures to follow:**

- Immediately provide first aid to the injured person(s).
- Utilize proper care and discretion to ensure others are not placed at risk.
- Call 911 immediately.
- Account for all project or office personnel and implement the evacuation procedures, if so warranted.
- The prearranged emergency warning system should be sounded.
- The project or office should be evacuated in an orderly manner to the prearranged meeting place.
- The respective supervisors must account for all personnel.
- Secure the jobsite or office to prohibit access to the location.

## SECTION 4c – Project or Office Shutdown

Lane's Chief Operating Officer (COO), with input from members of the Crisis Team and Corporate Crisis Team, will make the decision to shut down a project or office in a crisis situation, based on the severity of the crisis.

In the event of a shutdown of a project or office, the Crisis Team Leader and his or her team must immediately:

- Confirm that all personnel are accounted for and have left the project or office.
- Close and monitor all gates.
- Deny all unauthorized persons access to the site, including the news media (*Refer to Section 5 for particular actions regarding the news media*).
- Escort all unauthorized persons found on the site off the premises.
- Station security outside to make sure no one re-enters the project or office until instructed to do so by the Chief Operating Officer or his designee.
- Notify the Owner, subcontractors, suppliers and consultants, as necessary.

## SECTION 4d – Fatality/Serious Injury

In the event of a fatality or serious injury, the Crisis Team Leader should immediately:

**Lane's existing serious accident and claims policies and procedures continue to apply.**

- Contact the Crisis Management Hotline at 203-439-2987.
- Direct attention toward immediate aid to the injured.
- Eliminate further risk to others.
- Seal off the area for later inspection.
- Control access to the incident location.
- Deny all unauthorized persons access to the site, including the news media (*Refer to Section 5 for particular actions regarding the news media*).
- Escort all unauthorized persons found on the site off the premises.

**In the event of a severe injury or death, notification must be handled very carefully:**

- **Lane employee family members:** The Project Director or designee of Project Director will notify the family, meet with the family and handle family-related matters. The person(s) doing the notification should consult with the area HR manager or Vice President of HR & Organization Adolfo Criscuolo prior to meeting with the family to ensure they are prepared to address the typical questions often asked.
- **Subcontractor employee family members:** The subcontractor will notify the family. (This plan assumes that each subcontractor has its own program for notification by its management of next of kin and other necessary parties.)
- **MSHA/OSHA:** Director of Corporate Safety or designee will notify the local area office.

## **SECTION 4e – Fire and Explosion**

The planning of general fire prevention is the responsibility of the Crisis Team Leader.

- Adequate fire-fighting equipment must be readily available at all times.
- Employees should be trained in basic fire prevention techniques and be able to respond accordingly.
- If the project Owner has existing fire extinguishing facilities, it may be possible to make arrangements for their use.
- In the event of a fire, contact the local fire department.
- Contact the Corporate Crisis Management Hotline at 203-439-2987.

Once the fire equipment is set up, the Crisis Team Leader should assign its maintenance to certain responsible members of the staff.

The Crisis Team Leader should frequently check the availability and condition of equipment, assess possibilities of new risks, and reassign responsibilities as staff changes occur. Offices should follow the building management or building security protocol and plan.

***Refer to and use the Fire Checklist in Section 6e.***

## **SECTION 4f – Labor Dispute**

In the event of a labor dispute, the following procedures apply:

- Immediately contact David Bondanza, Senior Corporate Attorney, 203-439-2963 or 860-543-3086 advising of the issue.
- The Crisis Team Leader at the project or office should determine the nature of the dispute or picketing by questioning employees and/or labor representatives and/or subcontractors.
- Do not engage in confrontational discussion, physical contact or offer opinions on the nature of the dispute.
- A project site staff member or security guard should monitor the location with a cell phone and make immediate contact with the Crisis Team Leader if any activity presents threat to personnel or the work site.
- Contact the local police if the dispute becomes disorderly.

***Refer to and use the Labor Dispute Checklist in Section 6f.***

## **SECTION 4g – Severe Weather/Natural Disaster**

Each Crisis Team's CMP should contain a severe weather plan with assigned responsibilities to team members to deal with earthquakes, tornados, flooding, or other acts of God.

### **Assigned responsibilities include:**

- Complete a Lane personnel telephone list at the beginning of each project and update it as necessary.
- Review project-level severe weather plans with the Owner and subcontractors at the beginning of each job.
- After a severe weather incident, a debriefing should take place and the severe weather plan should be reviewed and revised as necessary.
- Determine the location of a temporary trailer or office in the event of severe weather or natural disasters.
- Project or office shutdowns may occur as set forth in Section 4c.

## **SECTION 4h – Terrorist Threat**

The Crisis Team should be aware of its location's exposure to potential acts of terrorism.

### **Terrorist-related considerations:**

- Be mindful of the tenants in your building location.
- Be mindful of the proximity of your project or office to high-risk buildings such as:
  - Government buildings
  - Airports
  - Religious institutions
  - Criminal detention facilities
  - Densely populated buildings
  - Local or national landmarks
  - “Trophy” buildings

Maintain project or office security and manage access to control unauthorized personnel from entering property that Lane controls.

Suspicious mail, packages or the like must be reported to the Crisis Team immediately and special attention should be made to any packages without return addresses, or ones that are moist, bulging or otherwise distorted. Notify local police if any suspicious mail or packages arrive at a project or office.

***Refer to and use the Terrorist Checklist in Section 6h.***

## **SECTION 4i – Workplace Violence**

Examples include: Workplace incidents including but not limited to beatings, stabbings, suicides, shootings, and rapes.

In the event a workplace violence report is made, the assigned Lane representative will:

- Contact law enforcement, if warranted.
- Interview those involved in the incident.
- Interview witnesses.
- Assess the level of threat or imminent danger to others.
- Remove the employee from the project or office and contain the situation.

***CAUTION: Do not attempt to reason with someone who is wielding a weapon. Call law enforcement immediately and evacuate the area as quickly as possible.***

## **SECTION 4j – Significant Petroleum or Chemical Release**

A significant petroleum or chemical release occurs when a release of greater than 100 gallons in size occurs. For smaller releases and releases of any quantity to water refer to procedures and notification requirements in the project specific “Spill Prevention and Response Plan/Spill Prevention Control and Countermeasure Plan”.

***Caution! Do not attempt to clean up an emergency spill unless you have been trained to do so.***

In the event of a release, spill or discharge greater than 100 gallons in size,

1. **ASSESS** the situation for safety: Are personnel in danger if they remain in the area of the spill? If yes, evacuate the area and call for assistance. If the answer is no,
2. **STOP** the spill, leak or discharge.
3. **CONTAIN** the spill. The first priority of containment is to prevent the spill from reaching water. Containment will be executed by using all available on-site absorbents and mobile equipment. If an uncontained spill occurs, mobile equipment will be utilized to construct a berm made of sand and any absorbents such as booms, pads and socks.

In the event of a pipe/hose leak, as much of the leak will be contained as possible by using various storage containers until it can be disposed of or reused.

In the event of a tank failure, the liquid level of the tank will be reduced as much as possible by filling each piece of mobile equipment on the job, and any empty storage containers to limit the size of the discharge.

After the spill has been contained, all clean up materials need to be collected and stored in containers on site until proper disposal methods are arranged. Absorbents of different types may need to be kept separate and/or tested prior to shipping to a licensed disposal facility. Clean up will be complete when all materials have been properly disposed and all documentation is complete.

4. **REPORT** the spill promptly to the Project Manager, Superintendent, and on site environmental and safety personnel. They will call for outside contractor assistance if necessary and will report to the proper authorities if required.

## SECTION 5 – MEDIA MANAGEMENT

All media inquiries should be referred to **Lauralee Heckman** (Director of Communications) at 203-800-5057.

*It's very important that only Lauralee Heckman (Director of Communications) or David Bondanza (Senior Corporate Attorney) are the spokespeople for Lane for all interactions with the media, including formal press conferences, informal media inquiries via phone, field interviews, or the like.*

The Crisis Team will work with David Bondanza (Senior Corporate Attorney) at 203-439-2963 and Lauralee Heckman (Director of Communications) at 203-800-5057 for necessary support, strategy and message development during a crisis. They will also coordinate the release of information with the Owner and other required entities.

**Prepare for crisis-level media involvement in the following ways:**

**1. Establish a safe area for the media.**

To maximize your control of the incident site and their safety, the media should not be allowed access to the incident location. Media representatives should be professionally directed to a safe and secure location for a briefing by Lauralee Heckman or David Bondanza.

Ensure that the location for the media is away from the immediate incident, preferably off-site, such as a meeting room at a local hotel or restaurant. A suitable on-site location may be possible, away from incident, in the Owner's trailer, conference trailer, etc., but not in Lane's office location.

**2. Designate a media escort.**

The Crisis Team should designate a media escort to escort the media to a safe place to wait for information and comment from Lauralee Heckman or David Bondanza. Inform the Owner, subcontractors and employees about the media's presence and make sure they understand that no one but Lauralee Heckman, David Bondanza or the Owner's PR representative should talk to the media.

**3. News Conferences.**

All matters regarding news conferences must be cleared with Lauralee Heckman or her designee.

## **SECTION 6 – CRISIS MANAGEMENT TOOLKIT**

### **SECTION 6a – Crisis Team Preparation Checklist**

**Step 1:** Create the Crisis Team and Crisis Management Plan.

**Step 2:** Assign responsibility for completing the following tasks:

1. First aid/CPR Team.
2. Contacting the police/fire department.
3. Traffic control/gate security.
4. Securing the incident site and preserving incident evidence.
5. Ensuring all personnel are accounted for after an evacuation.
6. Power/water/gas shutdown and control.
7. Phone monitoring.
8. Media escort (to guide media to a pre-determined media location).
9. Completing Emergency Phone Lists for Crisis Team.
10. Obtaining Emergency Phone List for Corporate Crisis Team.
11. Training of Crisis Team in all aspects of the CMP.
12. Creating a project or office specific evacuation plan including emergency warning system, pre-determined evacuation routes, meeting place and responsibility assigned for head count.
13. Identifying a pre-determined command center, located away from the site, that is equipped with a dedicated phone line and other necessary equipment.
14. Reviewing your plan with police/fire departments and all other relevant local authorities.
15. Reviewing the Bomb Threat Incident form and communication procedures with receptionists and others likely to receive in-coming calls.
16. Conducting and documenting practice drills at least once per year at each Lane project and office.
17. Coordinating Lane's Crisis Management efforts with Owner.

## SECTION 6b – Crisis Team Emergency Phone List

Role	Name	Work #	Mobile #	Email
<b>Crisis Team Leader</b>				
<b>Area Vice President</b>				
<b>Project Director</b>				
<b>Project Manager</b>				
<b>Construction Manager</b>				
<b>Project Superintendent</b>				
<b>Area Safety Manager</b>				
<b>Project Safety Manager</b>				
<b>Sr./Safety Supervisor</b>				
<b>Claims Specialist</b>				
<b>Evacuation Head Count</b>				
<b>Owner Representative</b>				
<b>Person Responsible to Notify Owner</b>				
<b>Lane Spokesperson</b>				
<b>Hospital</b>				
<b>Ambulance</b>				
<b>Fire Department</b>				
<b>Police Department</b>				
<b>Call Before You Dig</b>				
<b>Electric Utility</b>				
<b>Water Utility</b>				
<b>Gas Utility</b>				
<b>Communication Utility</b>				
<b>Sewer Utility</b>				
<b>Spill Coordinator/Lane Environmental</b>				
<b>EPA</b>				



**Note:** Each project and office must establish and post this Crisis Team Emergency Phone List at proper locations and include it in project safety program materials.

## SECTION 6c – Corporate Crisis Team Emergency Phone List

Role	Name	Work #	Mobile #	Email
Senior Corporate Attorney	<b>David Bondanza</b>	203-439-2963	860-543-3086	DBondanza@Laneconstruct.com
Director of Safety	<b>J.R. Glascock</b>	703-222-5670	703-906-2423	ELGlascock@laneconstruct.com
Director of Communications	<b>Lauralee Heckman</b>	203-439-2153	203-800-5057	<a href="mailto:LHeckman@Laneconstruct.com">LHeckman@Laneconstruct.com</a>
Risk Manager	<b>Thomas Edstrom</b>	203-439-2938	203-520-2432	TEdstrom@laneconstruct.com
Claim Specialist	<b>Paula Joiner</b>	407-379-1314	407-720-0677	PJoiner@laneconstruct.com
Claim Specialist	<b>Nicole Washington</b>	704-395-3256	704-395-3256	NDWashington@laneconstruct.com
Director of HR Management	<b>Leonor Haefner</b>	203-439-2164	646-298-7192	LHaefner@laneconstruct.com

**Note:** Each project or office must establish a consistent location and post this Corporate Crisis Team Emergency Phone List.

## SECTION 6d – Bomb Threat Incident Report

Who received call: \_\_\_\_\_ Date: \_\_\_\_\_

Time (AM/PM): \_\_\_\_\_

Location Call Received: \_\_\_\_\_ Origin of Call: Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Internal \_\_\_\_\_

Time Caller Hung Up: \_\_\_\_\_

THE CALLER: (Try to hold caller on the line and get all information possible)

Time Bomb Will Explode: \_\_\_\_\_ Kind of bomb: \_\_\_\_\_

What Bomb Looks Like: \_\_\_\_\_ How it is activated: \_\_\_\_\_

Where is it Located: \_\_\_\_\_  
(Building or Area)

Reason for Placing Bomb:  
\_\_\_\_\_  
\_\_\_\_\_

Exact Words of Caller: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Caller's Name (if given): \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_

Voice: Child \_\_\_\_\_ Adult \_\_\_\_\_ Approximate Age: \_\_\_\_\_

VOICE CHARACTERISTICS: Accent or Dialect: Local \_\_\_\_\_ Not Local \_\_\_\_\_ Foreign \_\_\_\_\_  
Regional Characteristics: \_\_\_\_\_ (specify) other: \_\_\_\_\_ (specify)

Tone: Loud \_\_\_\_\_ Soft \_\_\_\_\_ High Pitch \_\_\_\_\_ Low Pitch \_\_\_\_\_ Raspy \_\_\_\_\_ Other \_\_\_\_\_ Pleasant \_\_\_\_\_ Rational \_\_\_\_\_ Irrational \_\_\_\_\_  
Calm \_\_\_\_\_ Angry \_\_\_\_\_

Speech: Coherent \_\_\_\_\_ Incoherent \_\_\_\_\_ Righteous \_\_\_\_\_ Emotional \_\_\_\_\_ Laughing \_\_\_\_\_ Fast \_\_\_\_\_ Slow \_\_\_\_\_ Distinct \_\_\_\_\_  
Distorted \_\_\_\_\_ Stutter \_\_\_\_\_ Nasal \_\_\_\_\_

Language: Excellent \_\_\_\_\_ Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_ Cursing \_\_\_\_\_

### BACKGROUND NOISE

Factory Machines: \_\_\_\_\_ Office Machines: \_\_\_\_\_ Bedlam: \_\_\_\_\_ Music: \_\_\_\_\_ Mixed: \_\_\_\_\_ Street Traffic: \_\_\_\_\_  
Trains: \_\_\_\_\_ Animals: \_\_\_\_\_ Voices: \_\_\_\_\_ Airplanes: \_\_\_\_\_ Party Atmosphere: \_\_\_\_\_ Quiet: \_\_\_\_\_

SPECIAL NOTE: Did caller appear familiar with project site and building by *his/her* description of the bomb location?

SIGNATURE/PRINT NAME

DATE

## **SECTION 6e – Fire Response Checklist**

### **In case of fire:**

1. Administer first aid/CPR to any injured personnel.
2. Call 911 to dispatch the Fire Department and EMS; call Crisis Management Hotline at 203-439-2987.
3. Take action to eliminate immediate/imminent danger.
4. Secure the area to eliminate/reduce exposure for others.
5. Attempt to suppress the fire, if possible and prudent.
6. Send designated team member to meet the police/fire/ambulance to direct them to the portion of the project site or building involved.
7. Assess the need for a partial or full evacuation; evacuate if warranted following the established gathering protocols.
8. Never use hoists and/or elevators for an evacuation.
9. Account for all personnel.
10. Shut down all gas feeds and electrical power to the immediate area.
11. Consider the control of potential environmental exposures including chemical releases and storm water discharge contamination from firefighting and smoke exposure to persons.

## **SECTION 6f – Labor Disputes (Pickets) Checklist**

### **In case of picketing:**

1. Ascertain the nature of the dispute or the reason for the picketing.
2. Contact Senior Corporate Attorney David Bondanza at 203-439-2963 or (cell) 860-543-3086 for legal counsel.
3. Take pictures of the picket sign(s) or operation in dispute.
4. Labor disputers and/or picketers are not allowed within a Lane project or office and must stay outside fencing and off Lane's property at all times.
5. Place security guard with communication devices to monitor the location.
6. Do not be confrontational.

### **In case of long-running disputes:**

1. Meet with local police to discuss monitoring site access and emergency response protocol.
2. Attempt to coordinate material deliveries outside of normal picket times.

## **SECTION 6g – Severe Weather/Natural Disasters Checklist**

### **In case of severe weather/natural disaster:**

1. Contact the Crisis Management Hotline at 203-439-2987.
2. Establish that all project or office personnel are aware of the potential of a severe weather event. Secure all cranes, including lowering mobile crane booms to the ground.
3. Assess the need for a partial or full evacuation; evacuate if warranted.
4. Account for all personnel.
5. Turn off all power supplies and turn off all temporary water sources; strap/secure down all material, check all tie downs on office trailers.
6. If required, have appropriate de-watering equipment delivered to the site and secured.

7. Check all area and street storm sewer gratings to ensure they are free of debris and protected against runoff from the project.
8. If necessary, have emergency generators delivered and secured.
9. If appropriate, cover all windows and openings with plywood; secure all gates and enclosures.
10. Conduct an employee and subcontractor debrief on possible work stoppage for the next day and where to call for information on restarting the work.
11. Have Lane employee monitor project or office from time to time and report any weather-related emergencies to the Crisis Team Leader.

**In case of EARTHQUAKE:**

1. Put large or heavy objects (tools, material, equipment, etc.) on floor and away from openings.
2. Remove pictures and mirrors from walls.
3. Establish safe places in the office - away from windows where glass could shatter or where heavy objects could fall.
4. When outdoors, locate safe places in the open away from buildings, trees, telephone and electric lines, overpasses or elevated expressways.

**In case of TORNADO:**

1. Monitor weather conditions as necessary and designate an area in the building where all employees can go in the event of a tornado threat. Direct all personnel to the pre-determined safe area.

## SECTION 6h – Terrorist Threats Checklist

### **In the case of terrorist threats:**

1. Contact the Crisis Management Hotline at 203-439-2987.
2. As necessary, administer First Aid/CPR to any injured person.
3. Contact or have someone call 911 for emergency services.
4. If injured is in immediate danger, take action to eliminate danger and/or move the injured person(s) from danger.
5. Secure the area to eliminate/reduce exposure for others.
6. Send designated team member to meet the police/fire/ambulance.
7. Assess the need for a partial or full evacuation; evacuate if warranted.
8. Account for all personnel.
9. Cooperate fully with local authorities.

## **SECTION 6i – Media Management Checklist**

### **In the case of media involvement in a crisis:**

1. Set up a pre-determined secure area for the media, away from the project site. It should be comfortable (warm and dry) and provide phone access; however, it should not be at a Lane office facility.
2. The designated media escort should meet the media and escort them to the secured area.
3. The Crisis Team will work with the Corporate Crisis Team and Lauralee Heckman (Director of Communications) to coordinate media communications.
4. Only Lauralee Heckman or David Bondanza are to speak with the media.
5. Do not share Lane's crisis plan with anyone other than authorized personnel.
6. Do not discuss procedures in detail with reporters and other outside parties