

# Incident Management Employee Impact

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# Overview

Purpose: To ensure that managers have a clear, well understood process for effectively managing any type of incident.

## Guiding Principles

- Company complies fully with regulatory requirements
- Our core values support this policy and guide our actions:
  - Honesty and Integrity
  - Trustworthiness
  - Ongoing commitment to providing wholesome, healthy products and operating safe facilities in light of a crisis
  - Commitment to being positive influence in the community

# Crisis Management Plan

## Plan Holder Responsibilities

- Cross functional representation at mid to executive level
- Become familiar with the Plan and what is necessary to manage an incident
- Acknowledge receipt of Plan
- Controlled document
  - Ensure the Manager has updated copy
  - Keep Plan in safe place for quick reference. One for home and one for work

# Crisis Management Plan

## Plan Holder Responsibilities

- Conduct mandatory training
- Employee must know and fulfill their assigned role in an incident
- Assign person to keep master information
- Future Plan updates and training
  - Full Plan – Annual update
  - Phone and Plan Holder Lists – update quarterly
  - Point person responsibility

# Preparation

- **Employee Records**
  - Ensure accuracy, phone #s, contacts, addresses
- **Practice**
  - Scheduled mock incident/disaster minimum once a year
- **Security**
  - Coordinate training/communications with onsite security if applicable

# Crisis Management Team

## When to Activate Crisis Management Team

1. If Product product poses health or safety risk
  - Product recall
  - Product tampering
2. Act of God or other potentially hazardous situations at or to company plants/facilities/properties that put associates or the public at risk
  - Earthquake
  - Fire
  - Chemical leak (including but not limited to ammonia or chlorine) with potential of causing an accident or release of hazardous chemicals
  - Serious damage to company property (e.g., building collapse, plant explosion)

# Crisis Management Team

## When to Activate Crisis Management Team

3. Threat of serious risk or harm to Company associates or the public in or directly related to company facilities / properties
  - Bomb threat
  - Act or threat of violence (e.g., kidnapping, shooting) against RPP associate(s) or other individual's) on our property

# Crisis Management Team

## When to Activate Crisis Management Team

4. When one of our suppliers or customers activates their incident management plan for reason that is (or could be) linked to Company product or when a competitor experiences a incident with significant negative implications on the fresh-cut industry.

# Crisis Management Team

## When to Activate Crisis Management Team

5. Situations involving media that are or could be damaging to Company or our industry
  - Unfavorable news story on company or category in which we compete
  - Damaging media story regarding an incident to which we are linked

*Note: The “perception” of a incident (especially health or safety related) linked to one of your products or same industry can be just as damaging, and thus they should be handled the same way.*

# Incident Management

## How to Activate a Crisis Management Plan

1. Alert Crisis Management Team leader of incident, as well as management in appropriate department
  - Primary Leader/Spokesperson: VP Marketing
  - Secondary Leader/Spokespeople: COO, CFO, VP HR
2. Leader, or other Executive Committee member if necessary, decides whether situation warrants activating Crisis Management Team
  - If Yes, Crisis Management Team meeting is called
3. Stay calm
4. Gather all the facts, tapping into all available sources
5. Assign appropriate leader/point person for incident

# Incident Management

## How to Activate a Crisis Management Plan

6. Identify incident in writing and document as it evolves
7. Decide on our plan, including any internal/external communication
  - Only designated spokespeople are permitted to communicate with media
8. Stay on top of incident until it is fully resolved
8. Prepare and issue final report with the outcome/resolution

# External Contacts

- Security firm if applicable, partnership
- Regulatory Agencies- Need plan on how to respond to each and point person. Appropriate training of receptionist is critical.
  - OSHA
  - IRS
  - Police

# Summary

## Basic Operating Guidelines

- All communications must be timely, clear, concise and accurate
- Employees must be trained know what to do when incident happens
- Periodic training and incident simulations will ensure less chaos when things do happen
- When possible, draw on the resources and industry “centralization” such as trade associations and Chamber of Commerce
- **Be Prepared**