

## **Disclaimer**

The sample policies and procedures contained herein are intended only to serve as models to assist AWO member companies in developing their own company policies and procedures to meet the requirements of the Management/Administration section of the AWO Responsible Carrier Program. They should not be viewed as a substitute for company-developed policies and procedures, as an “AWO-approved” approach to Responsible Carrier Program compliance, or as an exhaustive catalogue of all potential safety practices or operational safeguards which a barge and towing company should undertake. Given the diversity of barge and towing industry operations, no sample policy or procedure will be applicable to all companies or all types of operations. While the samples provided herein are intended to assist AWO members by providing examples of the format which might be used or the substance which might be addressed in policies and procedures developed to meet the requirements of the AWO Responsible Carrier Program, no generic policy is a substitute for tailored policies and procedures developed by a company itself based on its own assessment of its operational and organizational needs.

## **E.1 EMERGENCY RESPONSE PROCEDURES**

## Natural/Man-Made Disaster Preparedness and Response

### A. GENERAL GUIDANCE/OVERVIEW

- This procedure describes what actions *Responsible Towing Company* and its employees should take to be prepared, and respond, in the event of natural, or man-made disaster that results wide-spread disruption of operations. This procedure will allow *Responsible Towing Company* to respond to the needs of its employees and customers and enable the resumption of operations in the shortest time practical.

### B. RESPONSIBILITY

1. The Chief Executive Officer is responsible for implementing this emergency plan and ensuring that all company personnel are aware of the requirements outlined in this procedure.
2. All levels of management are responsible for ensuring compliance with the requirements of this procedure in their individual areas of responsibility.
3. Each employee is responsible for complying with this procedure.

### C. PROCEDURES

Determine primary risk (e.g. hurricane, earthquake, terrorist attack) and develop a written response plans to address each type of disaster that includes person(s) responsible for actions in the following areas:

1. Employee safety and welfare.
2. Critical data/information.
3. Information and communications.
4. Alternative office space.
5. Banking and Credit
6. Vendors
7. Payroll

### D. GUIDELINES

*Employee safety and welfare should include:*

- a. Development of an evacuation plan to ensure employees are aware of safe locations and proper emergency egress of buildings and equipment
- b. Muster points to facilitate accounting for personnel and assessment of any injuries
- c. Emergency supplies:
  - i. First aid
  - ii. Food
  - iii. Water
- d. Disaster preparedness training for all personnel

*Critical data and information planning should include:*

- a. Arrangements for Data Recovery
- b. Deployed servers in “virtual” environment to allow for much faster system recovery
- c. Daily offsite storage of backup tapes

*Information and Communications*

- a. Ensure all employees know they must call in/report during and immediately after an emergency.
- b. Incident Command System (ICS) training for key personnel
- c. Establish standard Conference Call Procedures for all employees
- d. Identify primary & backup telephone lines
- e. Maintain current primary & alternate contact information for all employees
- f. Establish expectation for checking voice mail, and email for information & updates
- g. Arrange for access to satellite phones for senior management & initial responders
- h. Consider additional/spare Subscriber Identity Module (SIM) cards to change cell phone area codes (if needed)
- i. Issue laptops to key personnel, with online access to company systems
- j. Established “backup” Yahoo email addresses for Executives and response personnel

*Alternative office space*

- a. Assigned “Site Managers” to Evacuation Sites
- b. Identify likely alternate office space
- c. Identify and establish communications with hotels, apartment agencies, information systems providers, rental car agencies, furniture rental, etc.
- d. Established alternate post office box

*Banking and Credit*

- a. Arrangement for sufficient funds/credit arrangements to maintain operations
- Vendors*

- a. Identify vendors for emergency response
- b. Salvage
- c. Pollution

*Payroll*

- a. Plan to relocate equipment, technology, paperwork, etc. needed to ensure payroll and payments to vendors are not interrupted
- b. Plan to relocate checks & check signer; payroll processing software; job-specific reference materials/manuals; etc.
- c. Plan to move essential files & equipment