

PA PUC CONFERENCE



PA PUC Gas & Electric Safety Conference

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Emergency?

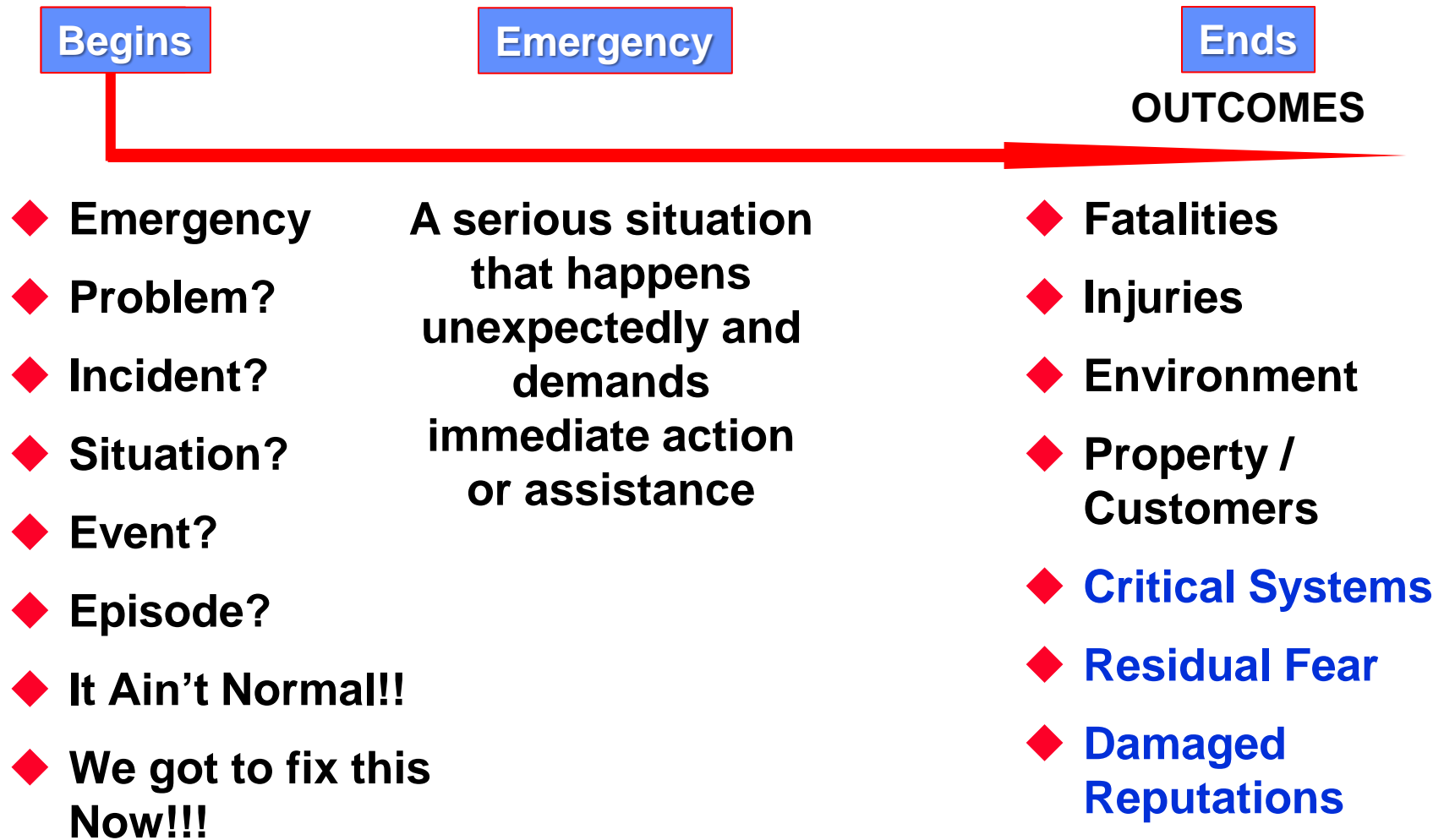


“Emergency”

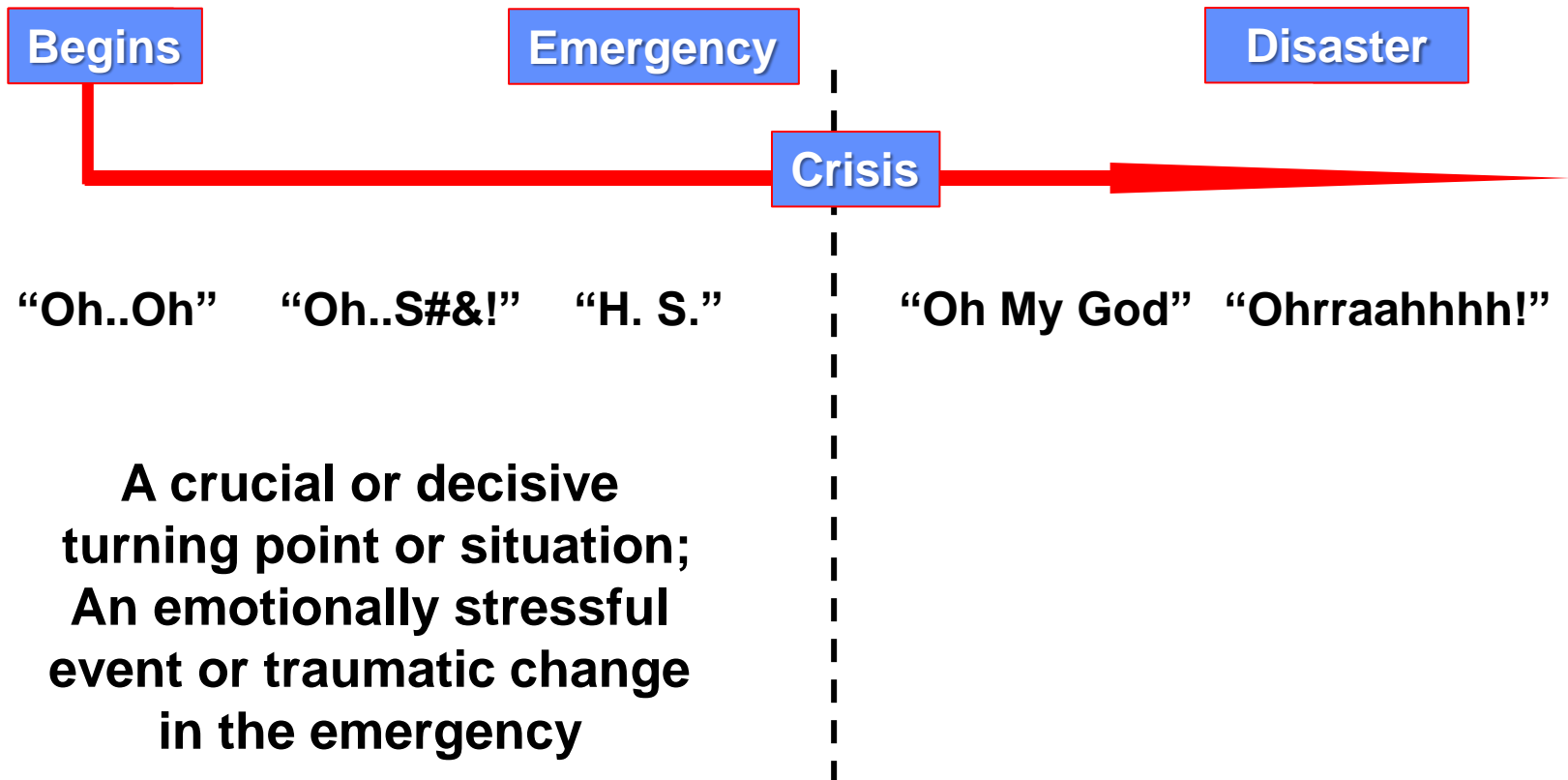
- ◆ Problem?
- ◆ Incident?
- ◆ Situation?
- ◆ Event?
- ◆ Episode?
- ◆ It Ain't Normal!!
- ◆ We got to fix this Now!!!



Evolution of an Emergency



Understanding an Emergency



Understanding an Emergency

Begins

Emergency

Disaster

Crisis

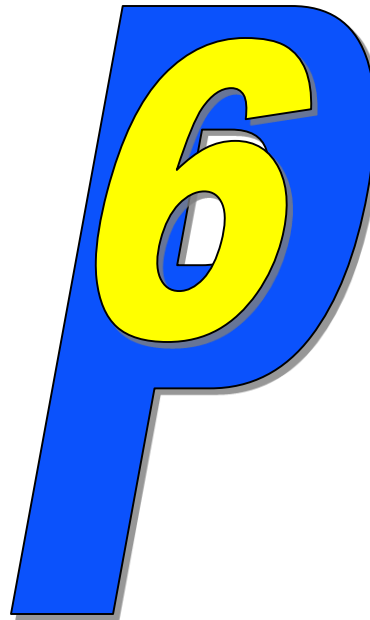


Any calamitous event, especially one occurring suddenly and causing great loss of life damage or hardship.

They name it after your company or the city!

Six P'S of Successful Emergency Response

- ◆ **Policy**
- ◆ **Prevention**
- ◆ **Preparedness**
- ◆ **Procedures**
- ◆ **Performance**
- ◆ **Practice**



OUTCOMES

- ◆ **Fatalities**
- ◆ **Injuries**
- ◆ **Environment**
- ◆ **Property / Customers**
- ◆ **Critical Systems**
- ◆ **Residual Fear**
- ◆ **Damaged Reputations**

Six P's of Emergency Planning

There Are No Timeouts in a Crisis

Before



After

◆ **Policy**

◆ **Prevention**

◆ **Preparednes**

◆ **Procedures**

◆ **Performance**

◆ **Practice**

Functional Compliance

- ✓ Policy
- ✓ Prevention
- ✓ Preparedness

Response



Planning

The C's of Functional Competency

Communication

Compliant

Cooperation

Competent

Coordination



Cooperation - “The Food Dish” Dilemma

”Grrrrrrrrrr”



”Mine!”

”Est Ubia Mia”

Cooperation Silos

”Grrrrrrrrr”

Operations

Public
Outreach

Regulatory
Compliance

Training

”Mine!”

The Public never cooperates well ...

”Grrrrrrrrrr”

Operations

Regulatory
Compliance

Public
Outreach

Training

They want the grain!

They want somebody to blame!

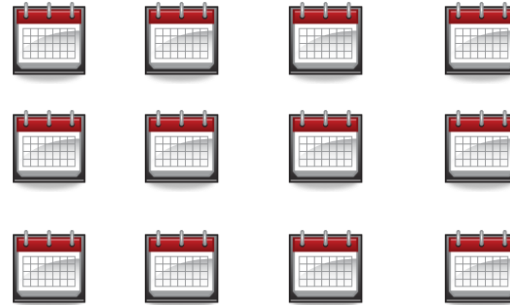
“Pound of Flash”

The Key to Functional Compliance

What do you want compliance or competency?

- ◆ Policy
- ◆ Prevention
- ◆ Preparedness
- ◆ Procedure
- ◆ Performance
- ◆ Practice

How Often Do You Practice?



Practice, Practice, Practice

Crisis Prevention

Before

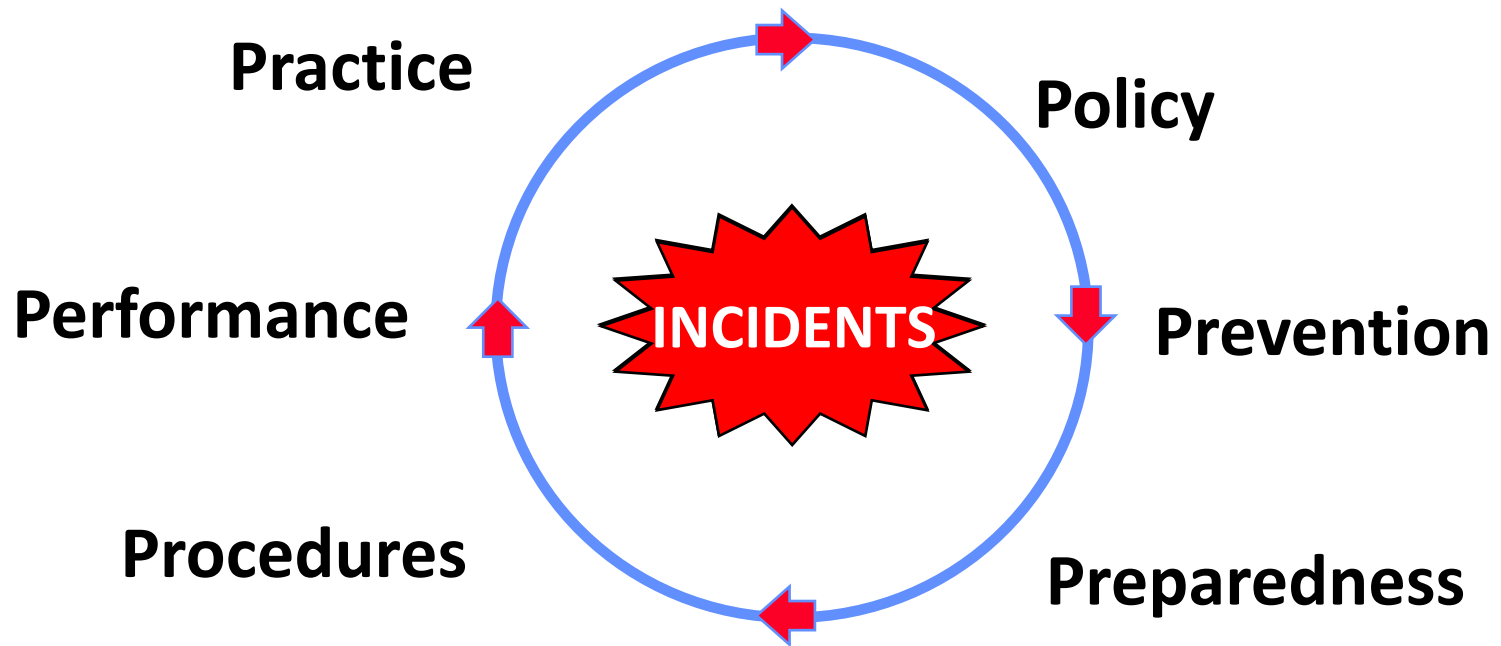


Crisis



After

Crisis Prevention Business



Emergency Response



Thank You

**Michael Callan
Middlefield, CT**



Recognize the Crisis



Crisis Management



Emergency Response

MIKECALLAN .COM

Crisis Prevention Business

