



Designing Disaster Relief Programs

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TOTAL

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Disaster Involvement “Resume”

- Tropical Storm Allison, 2001
 - September 11, 2001
 - Hurricane Katrina, 2005
 - Hurricane Rita, 2005
 - Hurricane Ike, 2007
 - Hurricane Gustav, 2008
 - Ebola Pandemic scare, 2014
 - Sabine River flooding, 2016
 - Louisiana flooding, 2016
 - Tropical Storm Harvey, 2017
- Public
Information
Officer
(PIO)
- HR
Team
Lead



General US Disasters

- Hurricanes/Tropical Storms
- Floods
- Tornadoes
- Earthquakes
- Volcanos
- Wildfires
- Blizzards
- Terrorist Attacks
- Pandemics



Remember Where The Costs Are...

- Allison = \$5 billion
- Katrina = \$160 billion
- Rita = \$10 billion
- Ike = \$30 billion
- Gustav = \$8 billion
- Harvey = \$190 billion

Have a plan to run your business
AND assist your employees
when disasters strike



Business Continuity Plan

- Develop a written plan
- Assign roles and teams
- Train everyone on their role(s)
- Conduct periodic drills

But what about your employees?

Tropical Storm Harvey

The United States had never seen a storm like Harvey

Over the course of 8 days, Harvey dropped 33 trillion gallons of rain water across multiple states

The weather station in Nederland, TX, approximately 8 miles from the Total Port Arthur Refinery, reported 60.45 inches of rainfall during the storm, setting a new US rainfall record

After slowly traveling across Texas for 6 days, Harvey triggered flash flooding in parts of Louisiana, Arkansas, Kentucky, and Tennessee. It took weeks for the water to recede in some areas



One out of every five Total employees at the Port Arthur and Beaumont sites suffered flooding in their homes

The Port Arthur Refinery was without power for more than two days with a recovery period of five weeks



With remarkable efficiency (0 injuries were reported during the event), teams were mobilized to assist employees and work on refinery recovery efforts while simultaneously transitioning into the largest turnaround in Port Arthur Refinery history

The solidarity was organized in an “One Total” approach, embodying one of the Group’s values: **Stand Together**

Standing Together with Our Employees and Their Families

Many actions were deployed in a multi-branch approach to help Total employees and their families:

Riding-out the storm

- Onsite bedding for 180 employees riding out the storm
- Food cantina for ride-out and recovery crews during the event
- Hotel rooms for Total employees who were working and/or displaced
- Laundry service for work garments
- Access to Total generators and air conditioners for home usage
- Daily communication and updates to/from employees via secure check-in webpage and the Total Employee Emergency Line

Financial Support

- Special pay provisions established for those working during the storm
- Wages maintained for those unable to work during the week of the storm
- Payroll was maintained
- Low interest loans provided to all those affected and in need of financial assistance in order to begin the rebuilding process

Recovery

- Cleanup kits offered to all flood victims
- Contracts with companies to provide tear-out and drying services to all employees with home flooding
- “POD” storage units provided to affected employees for two months
- Assistance in reserving rental cars for those who lost transportation
- Gasoline for cars & generators
- Emotional support and referral services (Employee Assistance Programs)
- Emergency back-up daycare and elderly care provided through Bright Horizons

Standing Together with Our Local Stakeholders

As a partner in the community, Total was able to provide support to our local cities, government agencies, and employees



Total supported the City of Groves, City of Port Arthur, the US Coast Guard (USCG), and the Department of Public Safety (DPS) with fuel needs during Rita, Ike and Harvey



Standing Together with Our Local Stakeholders

- American Red Cross - \$250,000 donation from Total in support of Harvey relief efforts
- Temporary housing site for contractors providing food, necessities, and basic entertainment due to a lack of housing and hotel rooms in the area
- Food supplies provided to local shelters
- \$10,000 was donated to the local school district to help replace damaged uniforms



“I encourage you to go help others in their homes, at a shelter, in a food supply line, or by any other means. We will only get through this together. I know everyone is exhausted, but helping others gives a boost that you can only understand after experiencing it first-hand.”

*Bryan Canfield, General Manager
of the Port Arthur Refinery
(during the recovery period)*



How Do You Manage When Disaster Strikes?

PLAN! PLAN! PLAN!

Employees are our most important resource.

What kind of plan do you have in place to support the personnel that will be required to maintain your business continuity?



Lessons Learned Through the Years

- Review Crisis Management Plan and Team makeup annually
 - Ride Out
 - Recovery
 - Command
- Provide incentives/recognition for team members



Lessons Learned Through the Years

- All travel should be booked through a central travel agency
- Cash is king
- Financial institution choice matters
- Current employee contact information is key
 - PO Boxes hinder the rendering of aide
 - Aide also depends on reachability
 - Cell phones vs. land lines
 - Expect circuits to be “busy” and employees to be widely scattered



Lessons Learned Through the Years

- Preemptively Establish Multiple & Simultaneous Methods of Employee Communication – and make well known
 - Emergency phone line
 - Secure check-in website
 - Mass text messages
- Test the systems periodically!
 - Especially if you “see it coming”
- Available technology matters



Lessons Learned Through the Years

- Remind Employees What To Do - Often
 - Hurricane/Disaster Handbook
 - Physically distribute on day one
 - E-mail reminder links at least annually
 - Emergency number on back of badges
 - Refrigerator magnets
 - Spend extra time with InPats and employees new to the area
- Prepare a “Welcome Back” message



Lessons Learned Through the Years

- Secure hotel rooms and supplies before the rest of the world thinks about it
 - Locally and at a distance
- Authorities may restrict access into damaged areas
 - States
 - Counties
 - Cities

Lessons Learned Through the Years

- Have contracts in place before services are needed
 - Ex: Roofing repair/home tear out, food and basic supplies (even boxes)



Lessons Learned Through the Years

- Make it easy for employees to report in their status
 - “Divide and conquer” to contact employees individually & utilize a share point system



Wendy Ashworth Setup Help Logout

Home Status Board Messages Reports

Wendy Ashworth

Please update or confirm your c

Where are you?

Select Work Status

Provide details on your c

Comments

- Able to Come to Work
- At home
- At Home - Home Flooded/Damaged
- At Home - Cannot Leave
- At Home - Medical Issue
- Away - Company Business
- Away - Training
- Away from the Area
- Evacuating
- Evacuating - Home Flooded/Damaged
- No Contact with the Employee
- Not Home, but in the Area
- Regular Work - Home Flooded/Damaged
- Regular Work Schedule
- Returning to the Area
- Vacation - In the Area
- Vacation - Out of the Area

click Save Changes button.

Clear Comments

Contact Information: Please provide alternate contact numbers.

Best Reach Phone (409)

Save Changes

Cancel



Options

Always clear comments when I change my status.



Lessons Learned Through the Years

- If employees are required to remain onsite, think about:
 - Pay incentives
 - Food/Water
 - On site bedding
 - Showers
 - Payroll “crash kit”
- Allow the Ride-Out Team time to get ready at home
- Encourage employee volunteerism in assisting co-workers & others



Lessons Learned Through the Years

- Pay attention and closely follow potential crisis situations
 - Weather services
 - Local authorities
- Activate your plan as event milestones are reached
 - Checklists are key
 - Daily Status Reports are required
 - Be prepared for media inquiries



Lessons Learned Through the Years

- Don't forget about office preparations
 - Protect documents, computers and equipment
 - Think damaged roofs, broken windows and flood water
 - Remove important documentation
 - Requires document identification and a plan
 - Implement EDMS where possible



Lessons Learned Through the Years

- Remote Operations Center (ROC)
 - Where will your business leaders gather to lead your company through the first few days?
 - Should be ready to “plug and play”
 - Location may vary based on severity of disaster

Lessons Learned Through the Years

- Limit the number of employees allowed to return initially





Lessons Learned Through the Years

- Familiarize yourself with the Texas Department of State Health Services (DSHS) Point of Dispensing (POD) program
 - Where is your nearest POD?

Recovery Support Requires Planning



What kind of plan do you have in place to support your personnel that will be required to maintain business continuity?

- Food, water, fuel, portable generators and dry goods are items we take for granted and will be needed in order for employees to return to the area as well as report to work.





Questions?