Contingency plan for crisis management for the Haneseth Group

The contingency plan specifies how crisis situations are to be handled at the Haneseth Group's local company. The goal is to provide those who handle the situation with practical instructions for:

- *What* to do
- by *whom* and
- In *what* order

Whether the situation in question is to be handled as a crisis according to this plan is decided by the local crisis manager, depending on the extent of the crisis and media attention.

The emergency preparedness plan is based on the following principles:

- Responsibility "The crisis must be handled by the person who has the day-to-day responsibility and authority"
- Similarity "The crisis organisation must be as similar as possible to the day-to-day organisation
- Proximity – crises must be handled at the lowest possible level

The emergency preparedness plan is a supplement to *the systematic HSE work,* where the main focus is on preventive work and damage limitation. There are guidelines for fire protection, radiation protection, handling of hazardous substances, accidents and injuries, as well as fieldwork and excursions in Norway and abroad.

1. WHISTLEBLOWING AND CRISIS MANAGEMENT

1.1 NOTIFICATION PLAN

Warning plan in the event of crises and accidents

The person who first becomes aware of an accident/crisis situation is responsible for notifying and must provide any first aid.

Emergency number:

Fire 110
Police 112
Ambulance 113

Remember to state:
• Who you are
• what has happened
• where the place of injury/accident is

Then call your immediate superior, who in turn contacts the general manager:

Outside normal working hours, you can also text/call
General manager Kjell Hansen, tel 48084505 Haneseth AS

1.2 CRISIS MANAGEMENT

LOKAL CRISIS MANAGEMENT CONSISTS OF GENERAL MANAGER (CRISIS MANAGER), DEPARTMENT MANAGER - KOS, DEPARTMENT MANAGER SERVICE, DEPARTMENT MANAGER PROJECT AND TECHNICAL MANAGER

Crisis management:
- has the authority to make the necessary decisions in an emergency situation.
- shall assess whether a local and/or central action plan should be implemented.
- is responsible for ensuring that the necessary notification is given internally and externally.
- decides on any de-escalation or cancellation of the action.

1.3 ACTION PLAN (LOCAL ACTION PLAN FOR CRISIS)

LOCAL ACTION PLAN	**RESPONSIBILITY: LOCAL CRISIS MANAGEMENT**
Incident	**Measures**
Major accident • Fatal accident or personal injury involving employees • Search operation **Serious epidemic disease** Affects employees **Fire or explosion** • Personal injury • Major material damage **Unexpected event** • that will have consequences for many employees • which will lead to a lot of pressure from the media • which concerns serious criminal matters and where the police are involved.	Notify and gather crisis management (see notification list). Call in local crisis manager and crisis personnel as needed (see internal actors). The occupational health service is contacted immediately. Safety delegates are summoned and informed together with representatives of trade unions/union representatives. Alert: • Head of department who notifies any affected people on the construction site • Installers affected • The occupational health service is contacted immediately. Contact and coordination with external support services (fire brigade, police, doctor/hospital) The company doctor is contacted immediately. Keep a logbook of information in/out, decisions and completed tasks. Make sure that the following is created: • Action and information centre • Possibly a care center

	In consultation with the police, assess the need to establish: • Next of kin centre • Next of kin answerline Take care of information tasks internally and externally. Possibly arrange memorial visitation Follow-up work and debriefing. Reporting

1.4 NOTIFICATION LIST INTERNAL

Haneseth AS's notification list includes the local crisis management.
The departments and management must also prepare notification lists for their own internal use as necessary. The list must contain information that makes it easy to call in the necessary personnel.

Crisis personnel are called in on an ongoing basis as needed, depending on the type of situation that has occurred. Several internal and external actors can provide advice and assistance to the crisis management.

Selected crisis personnel must be equipped with the necessary keys, mobile phone and parking permits.

When the incident occurs outside Haneseth AS's area, the same procedures for informing the media, relatives, employees and employees must be followed as in the case of accidents within the company.

Notification list internal

Name	Function / Responsibilities	Telephone No.
Kjell Hansen	Managing Director / Head of crisis group and information officer	48084505
Andre Johnsløv/Tomas Karlsen/Anders Beiermann/Steinar Nesheim	Deputy for DL - NK	48054501/48084506/ 91144075/991 59645
Tor Bjørnar Hansen / Kevin Krokø	Safety Delegate / Participates in crisis teams. Assigned tasks by DL or NK	45662259/90147921
Bjørn Erik Lian	Chairman of the Board Does DL or NK take over its function if they are not operational due to the situation	41518821
Health and Safety BA	Occupational health service / Ensures health follow-up of employees as needed	Avonova v/Anette Helland anette.helland@avonova.no

		tel 932 08940

1.5 REMOTE NOTIFICATION LIST

In addition to the internal whistleblowing list, Haneseth AS's whistleblowing list also includes an external whistleblowing list.

In addition to notifying the ambulance, fire brigade and police, the following agencies and next of kin must be notified to the extent necessary:

Notification list external

Agency	Location	Telephone No.
Police		02800 / 112
Labour Inspectorate	The Labour Inspection Authority of Northern Norway	73 19 97 00
The Directorate for Civil Protection and Emergency Planning	Region of Northern Norway	77 00 07 50
The Directorate for Civil Protection and Emergency Planning	Tønsberg	33 41 25 00
Next of kin	See the ICE list p-folder. Kjell Hansen and the Service Center have access to this. In the event of serious personal accidents and deaths, the police or the health service notify the next of kin	See the ICE list p-folder digitally in the personal folder.

1.6 INFORMATION MANAGEMENT

The general manager has the overall responsibility for information in crisis situations at Haneseth Bodø AS. In practice, it is enforced as follows:

Local action plan
In the event of crises covered by the local action plan, the general manager is the information officer. In the event of the general manager's absence, a local crisis manager and information officer appoint. The local crisis manager must inform the information officer about the crisis as soon as possible, and assess the need for assistance from the information officer to handle the crisis.

Crisis information plan
The information officer shall ensure that the information work in connection with a crisis situation is carried out professionally, and contribute to limiting the harmful effects of the crisis.

The Information Department is responsible for convening its own crisis information staff and staffing switchboards, as well as establishing an information centre and any "press centre" in accordance with the crisis information plan.

NEXT OF KIN ANSWERLINE

In the event of undesirable incidents at Haneseth AS where the police are involved, the police will primarily decide whether a next of kin answerline should be established. In consultation with the police, Haneseth AS's central crisis management team may decide that Haneseth AS shall establish its own next of kin answering line.

The general manager is responsible for the establishment and operation of the next of kin's answering phone.

1.7 ACTION CENTRE

EVERYONE WHO IS TO HANDLE CRISIS SITUATIONS ACCORDING TO THE LOCAL ACTION PLAN MUST HAVE EARMARKED PREMISES WITH SPACE FOR MEETINGS FOR CRISIS MANAGEMENT. NECESSARY TELEPHONE AND DATA LINES MUST BE AVAILABLE IN THE PREMISES.

Avonova has a 24-hour crisis hotline, **810 024 00** for the company and their employees. The crisis hotline offers telephone support for mental crises carried out by health personnel with special expertise.

For **the plan** , premises have been earmarked for the information centre in the main building Terminalveien 10, 8008 Bodø. The action centre will be co-located with the information centre.

2. SUPPORT AND CARE MEASURES

In the event of a major accident or other serious incident, there will be an influx of relatives and others who will need information and various forms of care. In the event of incidents that have caused considerable mental strain, there will be major health benefits to be gained from

certain support and care measures in your own organisation for your own emergency personnel, affected and employees.

The central crisis management shall, together with the police, assess the need for and, if necessary, ensure that a care centre and/or next of kin centre is established.

2.1 Care centre

The care center will be a place where Haneseth AS emergency personnel, affected employees and students are taken care of, receive necessary information and any follow-up in connection with unwanted incidents.

The general manager is entrusted with the establishment and operation of the care center.

2.2 Next of kin centre

A next of kin centre shall be a place where next of kin meet undisturbed and receive information. Next of kin means family and close relatives of employees of the Haneseth group who have been involved in an undesirable incident. The Haneseth group's next of kin centre may be appropriate to establish in cases where it is not natural for the police to establish a next of kin centre. In the event of major undesirable incidents, a next of kin centre can be a supplement to the police's next of kin centre.

The general manager is entrusted with the establishment and operation of the next of kin centre.

3. FINISHING WORK

3.1 DEBRIEFING

The crisis management team is responsible for assessing the total burden that crisis personnel are exposed to during an ongoing crisis operation. On this basis, the crisis management team is responsible for implementing targeted measures to avoid sequelae in the people who have participated.

In the case of major crisis operations , formal debriefings must be arranged, where everyone who has been involved has the right and duty to attend. The debriefing is led by the crisis management, which ensures that minutes are kept. The crisis management team is responsible for ensuring that relevant professional expertise is obtained.

3.2 FOLLOW-UP OF THOSE INVOLVED

There may be a need for further follow-up of the employees and relatives involved, especially in connection with a death or serious accident. The follow-up may include sick visits, memorial services and participation in funerals.

There may also be a need for legal and administrative assistance in connection with illness, disability, leave, insurance, etc.

3.3 LOGBOOK AND REPORTING

The individual crisis manager is responsible for keeping a *logbook* with date and time for:

- written and oral information in/out (information log) and
- all decisions made while the crisis management team is operational (decision log), as well as completed tasks.

Date and time	From whom	To whom	Information/decisions/tasks performed

Messages and messages that are given should be recorded and stored/archived to the greatest extent possible.

After a crisis operation or major exercise, all departments that have been involved in the operation must report the following in writing:

- A brief description of the department's/unit's tasks and efforts during the operation
- Positive and negative experiences with the collaboration with internal and external actors
- Experience with the department's whistleblowing routines and any suggestions for changes
- Any proposals for changes to the emergency preparedness plan.

The individual crisis manager is responsible for sending the report to the general manager.

3.4 LOGBOOK AND REPORTING

Notification of occupational injury and illness
As an employer, we have a duty to submit an injury report to NAV when an employee suffers an injury or illness that may entitle them to occupational injury coverage.
Link to the Injury Report Form NAV 13-07.05 can be found here

4. MAINTENANCE OF THE CONTINGENCY PLAN

Maintenance of the Haneseth Group's contingency plans is a managerial responsibility. Plans are updated continuously and no later than the end of January each year.

Exercises should be carried out. Risk and vulnerability analyses should also be carried out as part of the preparation of exercises and revision of the plans.

The telephone number of relatives is stored in the personnel archive in the general manager's office.

Plans included in the Haneseth Group's preparedness	**Responsibility for maintenance of the plans**
The group's contingency plan Your company's notification list	Managing Director in collaboration with the CEO. Managing Director
Local contingency plans Internal On-Premises Alert Lists	Administration,
Crisis information plan	Managing Director
Care centre plan Plan for next of kin centre Plan for next of kin answerline Plan for grief work SiT agreement on the delivery of food and beverages Relevant HSE guidelines	Managing Director
Plan for fire protection preparedness and evacuation	Managing Director

An updated notification list and revised emergency plan are posted on the Haneseth Group's area on a common server/intranet and sent by e-mail to everyone on the Haneseth Group's notification list, the fire protection manager, the HSE manager, and the safety representative.