



AT&T Environment, Health & Safety

Incident Management Process

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AT&T EH&S Incident Management Process OVERVIEW

- **The AT&T Environment, Health and Safety (EH&S) organization is responsible for managing AT&T's EH&S liabilities in an effective manner through the design and implementation of programs, practices, and systems**
- **A major element of these actions involves providing support and consultation to operating units to help achieve compliance, including resolution of AT&T EH&S emergency & regulatory incidents through an established Incident Management Process**



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AT&T EH&S Incident Management Process

PURPOSE

Management of AT&T EH&S emergency and regulatory incidents that require an immediate response. Some examples include:

- Fires
- Chemical spills
- Building evacuations
- Hospitalizations/fatalities
- Homeland security events
- Regulatory inspections
- Enforcement actions



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AT&T EH&S Incident Management Process
EMERGENCY HOTLINE

- **Staffed 24 X 7 by AT&T Global Network Operations Center (GNOC)**
- **Calls are logged and tracked to closure on the AT&T EH&S Incident Tracking System (ITS)**
- **System sends email notification to strategic distribution lists**



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CALL CENTER FUNCTIONS

- Initial data collection, including:
 - Description of incident
 - Location of incident
 - Site contact information
- Contact AT&T EH&S Incident Manager (IM)
 - Based on:
 - » Incident type
 - » Incident Manager availability
- Hand-offs are not made via pager, voice mail or e-mail



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ROLES & RESPONSIBILITIES

- **AT&T EH&S Incident Management Project Manager**
- Responsible for managing the IM process and documentation, tracking incident status and conducting post incident reviews
- **AT&T EH&S Incident Manager** - Responsible for coordinating the necessary response actions associated with emergency and regulatory incidents reported to the EH&S Hotline
- **Caller** - AT&T employee responsible for the site or employees involved in an emergency incident. Process also manages incidents reported by non-AT&T callers



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ADDITIONAL ROLES & RESPONSIBILITIES

- **AT&T EH&S Managers - Members of the AT&T EH&S Organization provide:**
 - Site support in response to emergency incidents, as appropriate
 - Follow up with site contacts to address findings or corrective actions
 - Facilitate communication with regulatory agencies



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ADDITIONAL ROLES & RESPONSIBILITIES

- **AT&T Line Management - Responsible for the affected location and/or operation, thereby providing direct support and commitment of resources for resolution and prevention of recurrence**
- **Law & Government Affairs (L&GA) – Provides support regarding compliance with EH&S laws and regulations, preventative law, and defense of agency enforcement actions**
- **Public Relations (PR) – Provides support associated with news media inquiries**



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AT&T EH&S Incident Management Process **NOTIFICATION PROCEDURES**

- Documented procedures for initial incident manager notification by the Call Center;
- Additional notifications accomplished through system-generated email functionality, to ensure:
 - Engagement of AT&T line management
 - Proper management of news media inquiries
 - Regulatory agency notification (as necessary)
 - Proper incident follow-up and closure



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AT&T EH&S Incident Management Process **TRACKING SYSTEMS**

The Incident Management Process leverages two integrated AT&T EH&S-managed applications – Incident Tracking System (ITS) and Regulatory Tracking System (RTS):

- **ITS - Enables AT&T EH&S Hotline calls to be logged and tracked to closure, with email notifications to strategic distribution lists**
- **RTS - Tracks specific data associated with regulatory incidents to closure, including:**
 - » Citation / NOV / Violation data
 - » Proposed and settled penalty amounts

AT&T EH&S Incident Management Process HIGHLIGHTS

- AT&T EH&S Hotline Call Center function brought in-house in 2005, saving \$100,000+ per year
- Defined Incident Management Process roles and responsibilities
- Defined and automated incident notification process lists
- Five (5) pre-approved emergency response contractors for abatement; e.g. spill clean up, etc.
- Incident data tracking enables:
 - Detailed incident reports for senior management
 - Improved focus for development of operating unit AT&T EH&S support plans



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