

Crisis Response 2025

CSX





Incident Occurs





RISK MANAGEMENT TEAM

Risk Management Team

- Team ready to respond
 - 24 field managers spread across the network
 - Many members have experience with large incidents
 - Able to leverage relationships built in the community from first responders to local government officials
 - 24/7 on call
- FELA
 - Respond to employee injuries
 - Handle employee injury lawsuits
 - Investigate circumstances of injury
- Third Party
 - Crossing/trespasser accidents investigations
 - Crossing/trespasser lawsuits
 - Contractor incidents
 - Property Damage claims
- Crisis Response
 - Respond to derailments
 - Work with community
 - Implement our Standard of Care



Primary Prevention

- Preparation in Advance to Prevent Predictable Problems
- Brain Regression causes Survivor to be Helpless
- Window of Opportunity is Brief at Best
- Effective support “on the spot” of the crisis, more important than years of treatment after window closes

Regression

- Severe Stress results in loss of control over one's life, temporarily
- This temporary state is referred to as loss of equilibrium
- Loss of control dramatically increases the sense of helplessness and need for human connection
- During this period of disequilibrium, person is more susceptible to others than during periods of stable functioning



Course lessons at each level are aligned with the levels of the Helper's Hierarchy™

UNTRAINED/UNPREPARED EMPLOYEES AT TIME OF ACCIDENT

Tendency to protect/defend company & self



Discontinue responsibility for customer and go into defense mode



Denial of accident; business as usual attitude



Behave defensively



Second Assaults



Violated Accident Victim



CONTINUED PLANNING, COORDINATION AND TRAINING

 **Skip Elliott** • 2nd
Served as the Administrator of the Pipeline and Hazardous ...
1w • 

[+ Follow](#) 



Photo Credit:
Activeer NORCAL

Railroads need to reexamine their post-derailment 'Community Standard of Care.'

Skip Elliott on LinkedIn • 6 min read

By Skip Elliott The recent train derailment in East Palestine, Ohio, is a scenario that has been pla...

TRAINED/PREPARED EMPLOYEES ON THE SPOT AT TIME OF ACCIDENT

Intent to cause as little additional harm as possible



Continue responsibility for customers



“KNOW” how to respond



Maintain control over operation / coordinate with resources



Human Services Response



Validated Accident Victim



Incident Occurs





PAST EXPERIENCES

Mt. Carbon – February 16, 2015

- Derailment, broken rail, 27 cars, crude oil fire
- Only injury to Morris Bounds, house that burned to the ground
- Evacuated approximately 1,100 residents
- Most people were out of their homes for 5 days, except for Bounds Family
- COC open for 2 weeks, then mail-in forms
- Inconvenience payments, expenses, PD, Right of Entry, PI





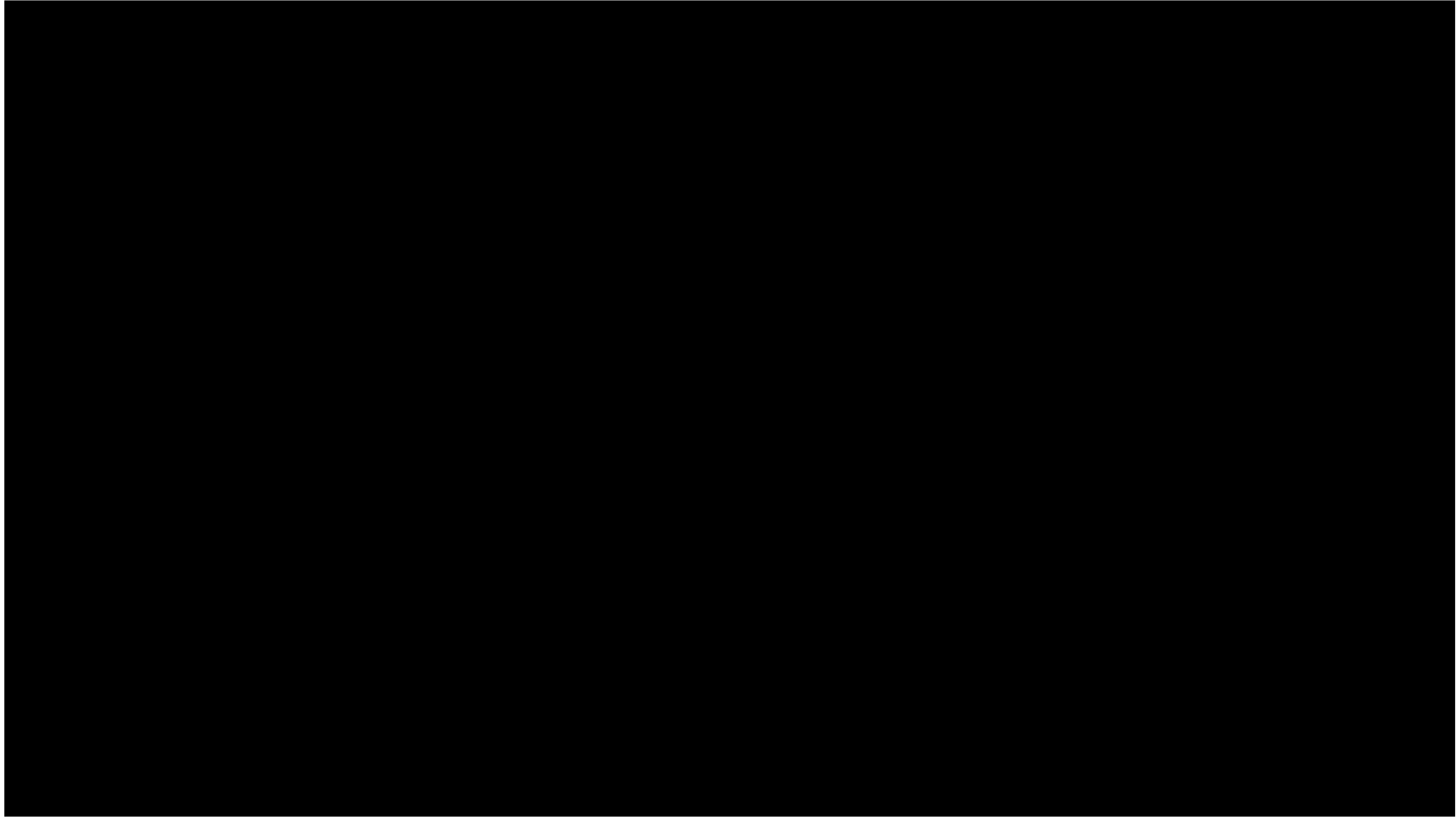
MR. BOUNDS





MR. BOUNDS





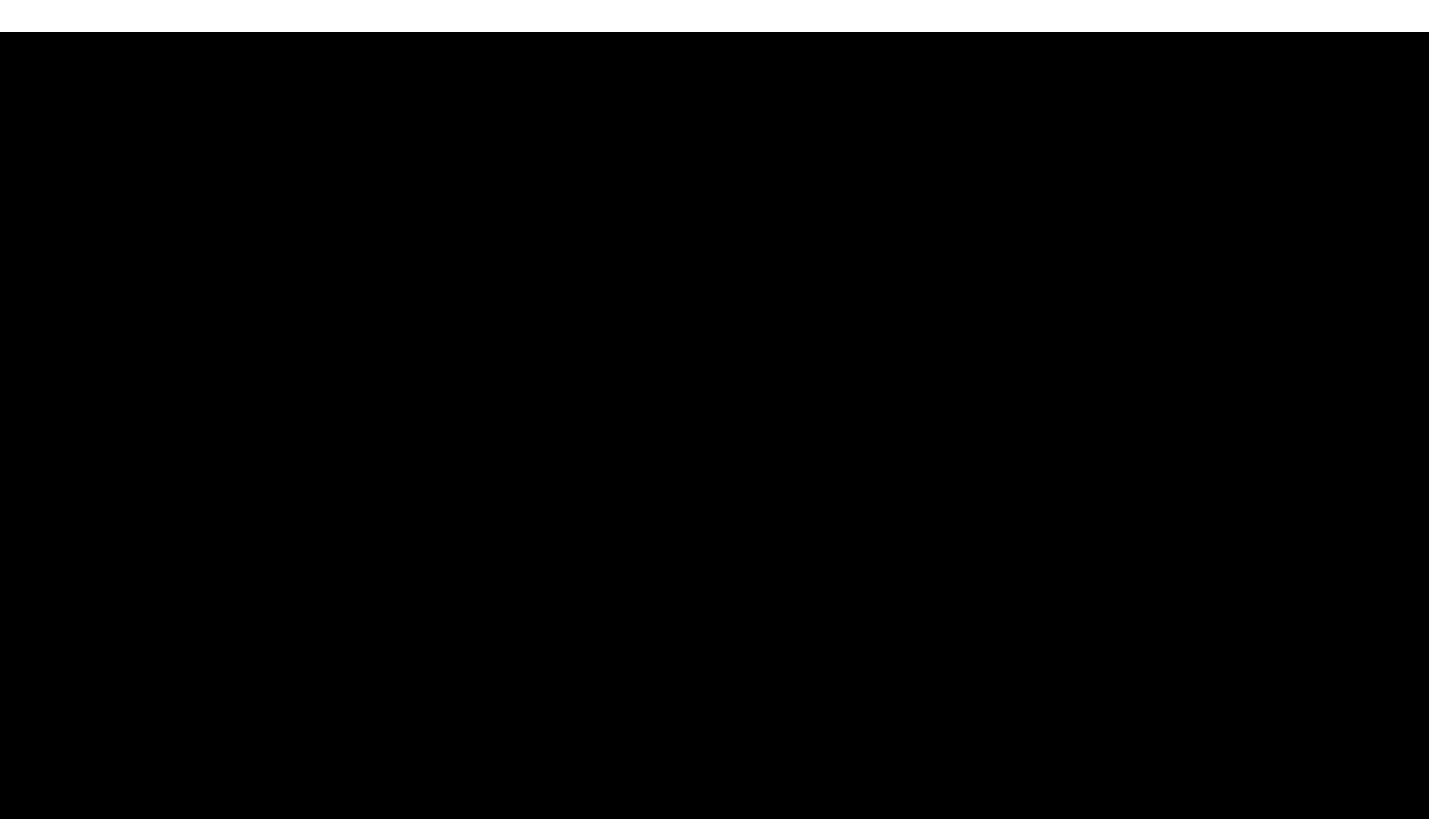


52 Passengers, 4 Deceased, Multiple Injuries, Hospitalized throughout MS, AL, LA

“Do you have data to show that if we spend money now, it will cost us less money later?” Bus company executive, asks.



Transparency: Meeting with Community Members Litter of Puppies

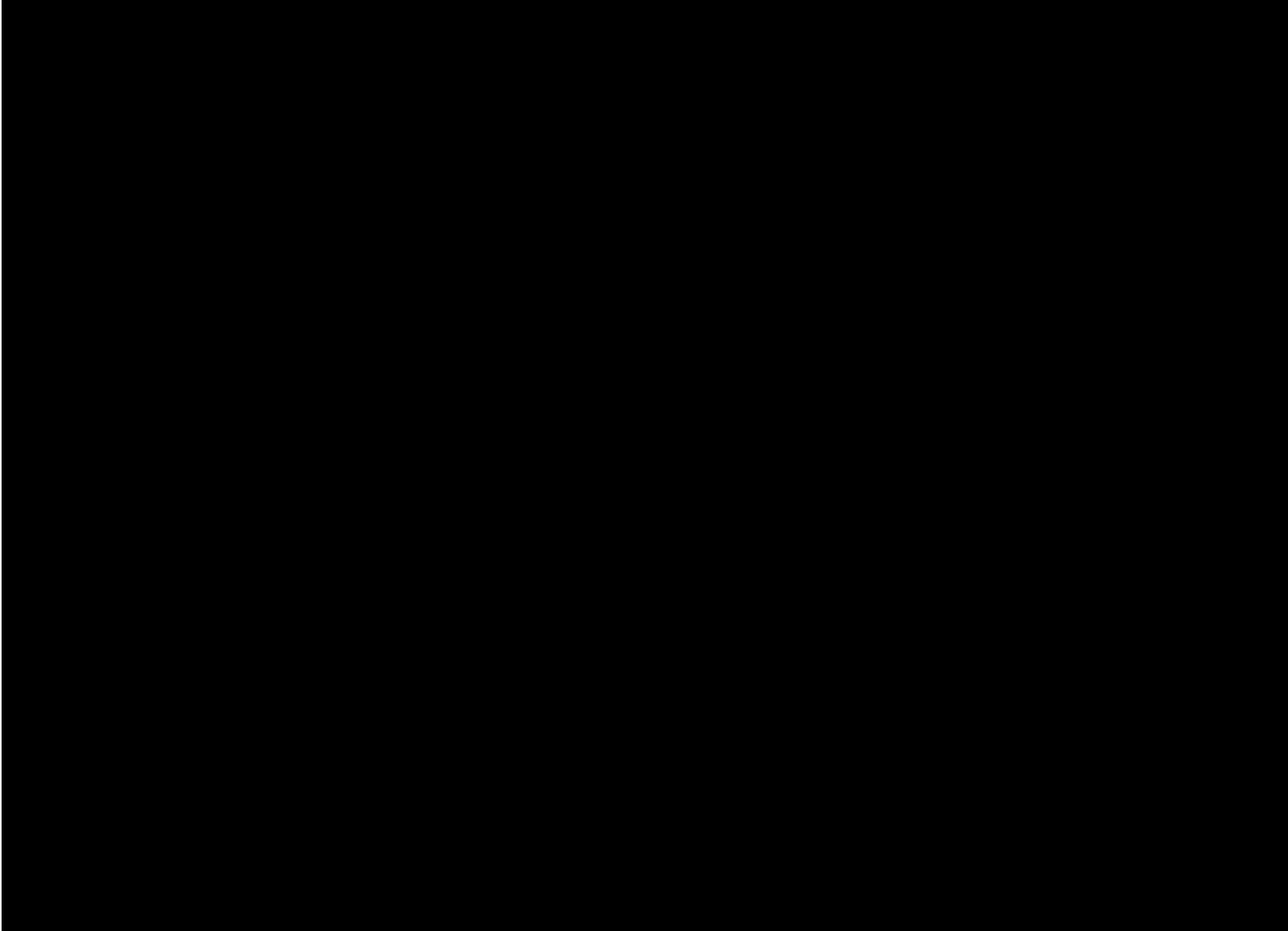




Priorities: Stabilize Crisis
Worry about Blame Later

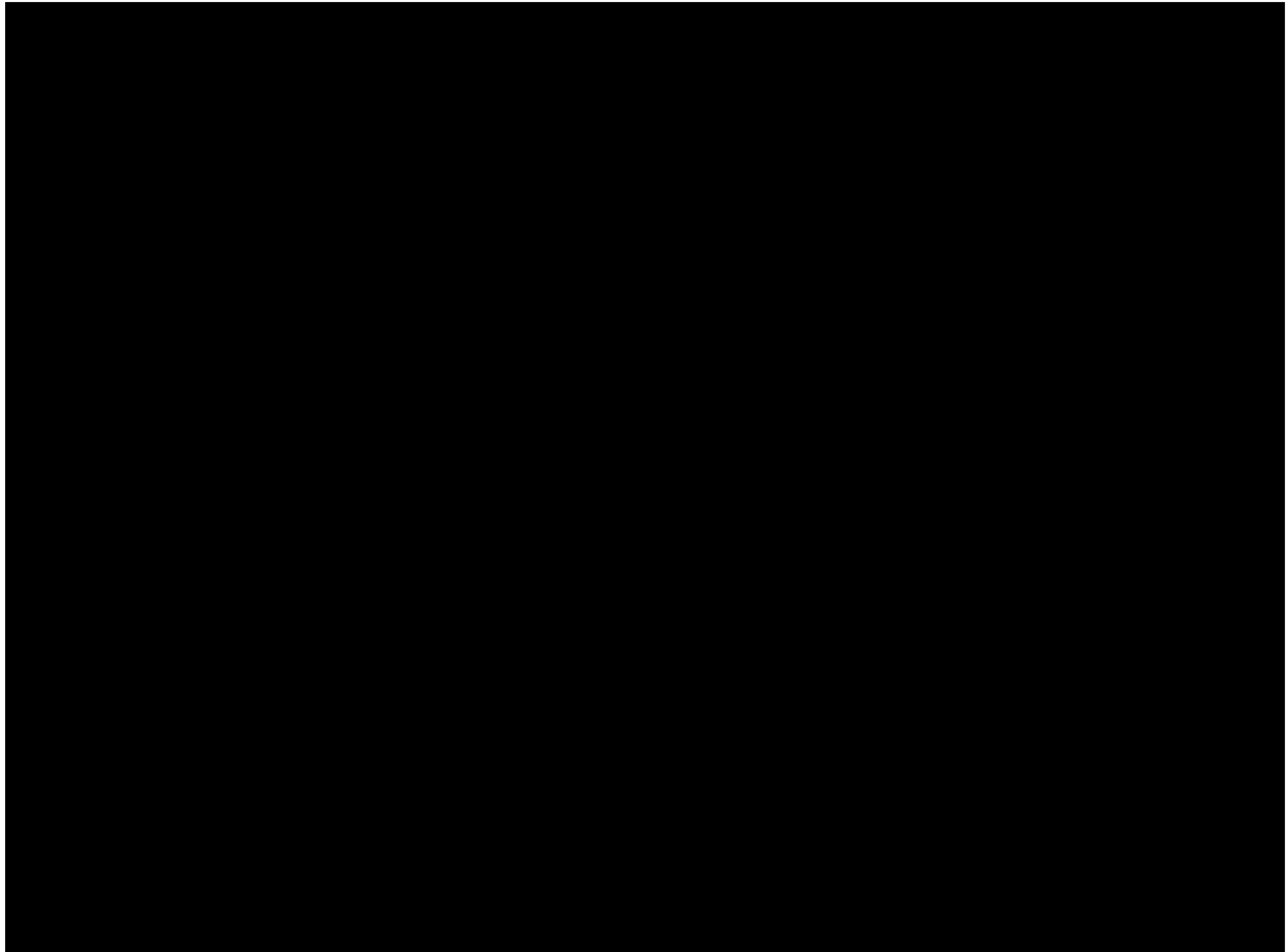


Pregnant Community Member/Making exceptions





Reputation with 100 Sheriff's





CSX STANDARD OF CARE



Critical Needs Family Assistance

- Provide for lodging, food, water, clothing, sanitation, security, power/generators



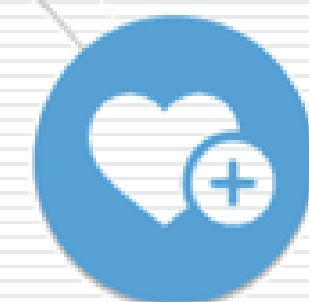
Health Care Acute Needs

- Ensure prescriptions are filled, doctor appointments are met; provide wheelchairs and other medical supplies



Communication Issues

- Make translators available; coordinate community meetings; use social media to update community



Health Care Supplemental Care

- Ensure access to services such as senior care, day care, pet care; provide survivor care & assistance



Work/Business Issues

- Provide for lost wages, property restoration, and business impacts, as appropriate.



EMERGENCY RESPONSE: CRITICAL TASKS

While Responding

Based on incident location & complexity dispatch:

- CSX Risk Management Team
- Railway Claims Services
- Aviem International
- Deploy Crisis Response Boxes from HQ
- CSX Volunteer Managers

Immediate Steps:

- Gain all available information
- Monitor Social Media
- Determine how many homes, businesses, hospitals and schools are in the evacuation zone
- Locate and reach out to hotels for availability
- Coordinate with CSX Hazmat
- Start searching for appropriate location and building for CSX Outreach Center
- Touch base with Hospitals to set up direct billing
- Activate toll free number (888)-828-3291

Share information with CSX Corporate Communications:

- Provide Corp Comm information to post on our website/social media

Communicate with local government and first responders:

- Locate temporary community crisis response shelter location and report to that location with closest team member
- Inform leaders and members of the community of the CSX Standard of Care to relocated displaced citizens to hotels

Upon Arrival

Make in person contact with incident commander

Ensure CSX's integration into Unified Command

- Staff positions as needed

Staffing

- All command positions as needed
- Staff hotels, Outreach Center, Hospitals, Initial Temporary Shelter location
- Staff transportation needs

Outreach

- Assist evacuees to shelter locations
- Provide gift cards for clothing and personal items
- Address special needs (e.g. medications, pets)
- Touch base with Red Cross
- Continue monitoring social media
- Coordinate with local restaurants to feed impacted community members

Operations Support:

- Assist securing property near incident site to begin recovery efforts



CONTINUED RESPONSE FOR INCIDENT DURATION

Maintain CSX Outreach Center

- Set up CSX network/check writer
- Open hours will change as incident stabilizes
- Aviem Call Center will remain 24/7

Support various departments with resources and information

- Corporate communications
- Hazmat
- Government Affairs
- Commercial
- CSX Police

Working in concert with CSX Operations

- Transportation: Securing property for use and storage at or near the incident site
- Mechanical: Secure equipment subject to legal hold
- Engineering: Secure track components subject to legal hold

Continue to meet the needs of the community before they ask



Prepared

for a crisis or disaster on any scale at any time.



Equipped

with a documented, actionable response plan.



Certain

of preserving the company's reputation for fairness and ethical behavior.



Staffed

by employees who are trained to be aware and compassionate.



Resilient

in the face of adversity.



Able

to meet corporate social responsibilities.



CONTINUED RESPONSE FOR INCIDENT DURATION

- Coordination and roles internally
- Reinforce Standard of Care
- Go-kits (communications/gift cards/checks)
- Crisis Response module
- Use of outside contractors (Railway Claims, Aviem, etc.)
- Management volunteer list
- Networking/training with local agencies(city, county, state)
- Tabletop exercise

Ravenwood, WV - Incident #1000502962 | SHAWNIA HENDRICKSON at 3524 Hyndean Rd, Ravenwood, WV

IP INFORMATION

SSN: [REDACTED] Intake # [REDACTED]

Date of Birth: [REDACTED] Evacuated Place of Stay: Other Relationship Code: Head of Household

IP was injured

EVACUATION TYPE & AMOUNT

Accommodations Expenses Lost Wages

Total Paid: \$500.00

CLAIM STATUS

DNR SHAWNIA HENDRICKSON

PAYMENT METHOD

Check Draft

Pay with Debit Card

Submit

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- Target the finish line from day one
- Lead with CSX's first response
- Do right by the community - without credit-claiming
- Develop third-party allies



The slide features a teal header with the Baker O'Kane logo on the left and the Crowell & Moring logo on the right. The Baker O'Kane logo includes the text "ATTORNEYS AT LAW", "BAKER O'KANE", and "BAKER, O'KANE, ATKINS & THOMPSON, PLLP". The main title "Maryville Litigation Strategy Conference" is centered in a white box. Below the title is a photograph of a large black cylindrical tank car derailed on a gravel bed. In the bottom right corner, there is a teal text box with the following text: "Attorney-Client/Work Product Baker, O'Kane, Atkins & Thompson, PLLP & Crowell & Moring LLP July 28, 2016".



PAST EXPERIENCES

**IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF TENNESSEE
NORTHERN DIVISION**

**CHARLES TIPTON, BILLY TIPTON,
TRAVIS and ELIZABETH PRUETT,
individually, and on behalf of a class of
persons similarly situated,**

Plaintiffs,

v.

**CSX TRANSPORTATION, INC., and
UNION TANK CAR COMPANY,**

Defendants.

Civil Action No. _____

CLASS ACTION COMPLAINT

Plaintiffs Charles Tipton, Billy Tipton, and Travis and Elizabeth Pruett (collectively “plaintiffs”) on behalf of themselves, and on behalf of a class of other people similarly situated

- Kill the class (action); de-risk the case
- Numerosity ≠ numbers

2017 WL 10398077

Only the Westlaw citation is currently available.
United States District Court, E.D. Tennessee.

Charles TIPTON; Kelli Johnson and Aaron Johnson; Doreene Christie and James Christie; and Billy Tipton, All Individually and on Behalf of a Class of Persons Similarly Situated, Plaintiffs,

v.

CSX TRANSPORTATION, INC. and Union Tank Car Company, Defendants.

No.: 3:15-cv-311-TAV-CCS

|
Filed 09/26/2017

Regardless of how many individuals are actually in the proposed class, all of these *Turnage* factors weigh against a finding of impracticability of joinder in this case. First, all purported class members presumably live or at least own a possessory interest in real property within two miles of the derailment site, a site that is located only miles from the Court. Thus, the class members are located in close geographic proximity both to each other, and to the Court.

Additionally, due to the fact that the class definition is limited to those owning possessory interests in real property, as well as the close geographic proximity of the purported class members and the fact that the class member harm in this case results from a discrete, high-profile train derailment, the Court finds that identifying and contacting potential plaintiffs would not be exceedingly difficult. *See id.* (“Regardless of the actual number of



CSX Hazardous Materials Team

MoCC (Mobile Coordination Center)

- 2 Conference Rooms,
- 18 Individual Work Areas
- Mapping Printer
- Radio Bays
- Satellite and Cell Internet & Communications Suite
- Housed in Winston-Salem, NC
 - Can be mobilized in under 4 hours
 - Never had to wait that long

