

Issues Management Plan

Purpose

In the event of any issue in the marketplace pertaining to products / material under the CSPI umbrella, that poses a threat of damage to life, property or reputation to a CSPI member, which are listed as critical Scenarios/Incidents of attacks against the CSP industry, this document provides a contingent plan of actions that shall be implemented by the CSPI.

Objectives

- Reducing tension during the incident
- Demonstrating commitment and expertise
- Controlling the flow and accuracy of information
- Managing resources effectively

Critical Scenarios/Incidents

1. Collapse of Pipe / Bridge
2. Sinkholes involving CSP
3. Washouts / Blockages causing road closures / accidents

Communication Responses Protocol (List of Emergency Contacts)

Position	Name	Cell Phone
CSPI Executive Director	Ray Wilcock	(519) 591-1260
President	Jason Sherwood	(250) 558-7473
Vice President	Heba Ahmed	(905) 577-3728

Plan of Action

1. Members to communicate incident quickly to the CSPI
2. Identify the phase of the issue
3. Executive Director to put together all the facts as known
4. Executive Director to convene a meeting with the Executive to decide course of action
5. CSPI to address media / government body / customer only after all facts are known