



# ITCA 2017 – CRISIS MANAGEMENT

---

26 October 2016

Jill Hughes  
Logistics Compliance Manager/CUSECO

# CRISIS MANAGEMENT

- ISOTANK SHORTAGE 1<sup>ST</sup> QUARTER 2016



# ISOTANK SHORTAGE



- TRADE IMBALANCE
- WORKING WITH TRANSPORTATION PARTNERS
- EVALUATING IMPORT/EXPORT GEOGRAPHIC AREAS

# CRISIS MANAGEMENT

- WEATHER – HURRICANE PREPAREDNESS



# PRE-CRISIS STEPS



- Meetings with Plant Sites
  - Disposition of Your Sites
  - Disposition of Employees in affected areas
- Disposition of shipping vessels
  - In-gated at Port
  - Located at Depots
  - Located at the Plant Site
- Global Customer Communication
- Raw Material Suppliers
  - Do You Have Alternate Suppliers?
- Status of Transportation Partners

# CRISIS MANAGEMENT



- STATUS OF RAW MATERIAL SUPPLIERS
  - SOLE SOURCE?
  - RELATIONSHIP WITH ALTERNATE SUPPLIERS
- WORKING WITH TRANSPORTATION PARTNERS
- REVIEW CONTRACTS RE: ALLOCATION CLAUSES
- CONTRACT VS. NON-CONTRACT CUSTOMERS

# CRISIS MANAGEMENT



- TO FORCE MAJEURE OR NOT FORCE MAJEURE ...THAT IS THE QUESTION??
- CRISIS COMMITTEE – INCLUDING A REP FROM:
  - SUPPLY CHAIN (LOGISTICS; QUALITY CONTROL)
  - EHS
  - RISK MANAGEMENT
  - FINANCE
  - LEGAL
  - EXECUTIVE MGMT
  - REGULATORY
- SET UP AN ACCOUNT TO CAPTURE CRISIS COSTS
- COMMUNICATE THE ACCOUNT USAGE
- DO YOU HAVE AN INSURANCE CLAIM??

# OPEN TO DISCUSSION

