



# **EMERGENCY MANAGEMENT PROGRAM**

## **Manual 1 Emergency Preparedness Plan**

Updated Nov 2014

## Nyrstar Safety & Health Policy Statement



We are a global leader in mining, metals processing and recycling with operations across multiple cultures and continents. The safety & health of our employees, contractors and visitors will take priority over everything else.

Therefore, we are uncompromising in our commitment to safety & health in all that we do by continually:

- Identifying and managing risks systematically
- Providing a safe and healthy work environment
- Ensuring our people have the necessary knowledge and skills to work safely
- Establishing measurable objectives and targets to ensure continuous improvement
- Developing leadership behaviour and accountability in all of our people
- Complying with all applicable laws, regulations and requirements of our voluntary agreements
- Promoting wellbeing programs and healthy lifestyle choices



**Nyrstar Myra Falls Ltd.  
Health and Safety Policy**

**Our Vision** is that all of our employees, contractors and visitors leave our site in the same state they arrive in.

In order to achieve our vision the management of Nyrstar Myra Falls Ltd. will ensure the following :

Our Health and Safety program will address the specific needs of our operations to reduce illness and injury to all workers and visitors.

Nyrstar Myra Falls Ltd. standards and procedures will meet or exceed all government standards and regulations.

Using the 6 Point Safety System and Workplace Inspections we will strive to prevent accidents.

All of our employees will be properly trained to perform their duties safely.

Using Job Observations we will continually improve our work standards.

We will learn from all incidents by conducting thorough investigations to identify root causes and prevent similar occurrences from happening again.

The Joint Occupational Health and Safety Committee will play an active role in helping us achieve our goal of zero accidents.

John Knapp  
Acting General Manager  
Nyrstar Myra Falls Ltd.

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# 1.0 Emergency Management Program – Concept of Operations

## 1.1 Emergency Management Organization

Due to the risks associated with operating a mine, it is imperative that Nyrstar Myra Falls Ltd. be prepared to address crisis, emergencies and incidents which have the potential to negatively impact more than one site or the overall Company.

The Emergency Management Program uses a three-tiered approach for preparedness and response:

- **Corporate Level** – A Corporate Crisis Preparedness Team that ensures adequate planning, prevention and testing of crisis response and a Corporate Crisis Operations Centre to manage crisis from a Corporate perspective and has overall governing authority over Crisis and Emergency response.
- **Mine Site Level** – Mine Site Emergency Preparedness Team that ensures adequate planning, prevention and testing of crisis and emergency response and an Emergency Operations Centre to management response activities at the site including surface and underground.
- **Facility Level** – On-site Facility Preparedness Teams (Mine Management) to ensure adequate planning, prevention and testing of emergency response and On-site Facility Response Teams (Mine Rescue & SERT) ready to respond to an incident.

The following illustrates the tiered approach to preparedness and response management:





**EMERGENCY PREPAREDNESS PROGRAM**

The structure is designed to provide capabilities for the monitoring and management of escalating scenarios including providing guidance, information, direction and decision making as necessary. This structure allows for emergency response and management activities to be conducted according to the necessary response level, based upon the nature of the event(s). The escalation of response actions is dependent upon the severity of the crisis and its potential impact to an operating unit or the entire company.

## 2.0 Crisis Preparedness Organization

The following figure illustrates the Emergency and Crisis Preparedness Planning Organization across Nyrstar.



### 2.1 Corporate Crisis Preparedness Team (CPPT)

The Corporate Crisis Preparedness Team manages all activities Corporation-wide related to preparedness and prevention. Its responsibilities are as follows:

- Co-ordinate with Mine Site preparedness team counter-parts to establish preparedness and response protocols and functions;
- Provides strategic leadership to the Company; and
- Coordinate with the Mine Site Emergency Preparedness Teams to ensure they have adequate resources for preparedness and prevention planning.

Membership of the Corporate Crisis Preparedness Team and their roles are as follows:

#### **Corporate Crisis Program Coordinator**

- Co-ordinate risk assessments to determine key significant corporate risks
- Responsible for overseeing the development and implementation of the corporate crisis management plan and Crisis Response Plan and Protocols (checklists) based on the significant corporate risks
- Co-ordinate with each Crisis Response function to maintain the response roles and checklists
- Co-ordinate with the mine site Emergency Preparedness Coordinator to identify, establish and ensure sustainment of facility response teams and contingency plans
- Ensures that the crisis management plan is regularly reviewed and amended as required.
- Distributes the crisis management plan and amendments to crisis management team members, alternates, and other management persons as appropriate.
- Ensures that knowledge of the plan is disseminated to key employees and particularly to

operations.

- Ensures that the crisis management team meets at least three times annually, to maintain awareness and training where appropriate.
- Defines training and crisis simulation for those persons involved on the crisis preparedness and response team.
- Ensures Corporate Crisis Operations Centre is in a ready state.
- Ensures information regarding political and security risks, which could impact on the safety of the company's personnel, is disseminated.

***Health, Safety and Environment***

- Perform risk assessments and establish contingency plans as appropriate

***Communications Coordinator***

- Identifies resources inside and outside the company to monitor media and stakeholder response on a global basis.
- Determines a source for media monitoring service in countries in which the company has operations.
- Sources translation services.
- Prepares background material for use in crisis situation.

***Legal Counsel***

- Identifies, in advance, legal resources in foreign jurisdictions where the company operates as well as any legal requirements or constraints related to potential crises.

***Administrative Assistant***

- Support the Preparedness Team in establishing administrative protocols for response activities
- Ensure Crisis Operations Centre in ready state including contents

***Finance***

- Maintains adequate insurance coverage
- Establishes accounting procedures for money and protecting information relating to its intended purpose.

**2.2 Mine Site Preparedness Team**

The Mine Site Emergency Preparedness Team manages issues related to the Crisis and Emergencies site-wide related to preparedness and prevention. Key responsibilities include:

- Co-ordinate with Corporate preparedness team counter-parts to establish preparedness and response protocols and functions;
- Provides leadership and direction to the local Facility Preparedness Teams; and



- Coordinate with the Facility Emergency Preparedness Teams to ensure they have adequate resources for preparedness and prevention planning.

Key membership of the Mine Site Preparedness Team and their roles are as follows:

***Emergency Preparedness Coordinator***

- Ensures that a local crisis and emergency management plans are developed that are well integrated with Corporate and Facility preparedness and response plans.
- Co-ordinate with Corporate Crisis Program Co-ordinator to establish and maintain mine site emergency response roles and checklists.
- Identify, establish and ensure sustainment of facility response teams and contingency plans
- Ensures adequate training for all persons with specific responsibilities in the crisis/emergency response plan.
- Ensures regular update of the plan.
- Provides for crisis and emergency simulation as part of the plan update.
- Establishes liaison with appropriate government officials.
- Ensures that the emergency management plan is reviewed regularly and amended as required.
- Identifies and keeps current a list of all key stakeholders both company and non-company, to be contacted in the event of a crisis.
- Ensures Emergency Operations Centre is maintained and in a ready state.

***Communications Coordinator***

- Identifies resources inside and outside the company to monitor media response on a local basis.
- Prepares local background material in advance of emergency in liaison with corporate crisis communications coordinator.
- Establishes a relationship with local media.

***Health, Safety and Environment***

- Perform site specific risk assessments and establish contingency plans as appropriate

***Administrative Assistant***

- Support the Preparedness Team in establishing administrative protocols for response activities
- Ensure Emergency Operations Centre in ready state including contents

***Finance***

- Maintains adequate insurance coverage
- Establishes accounting procedures for money and security of documentation.

***Facility Team Coordinator***

- Co-ordinates preparedness activities for both the Surface Emergency Response Team and the Mine Rescue Team

- Co-ordinates maintenance and inspections of fire suppression systems and other warning systems
- Maintains and updates building evacuations plans

### **2.3 Facility Preparedness Teams**

Facility Preparedness Team manages issues related to local emergency preparedness and response activities. Examples include:

- Mine rescue team
- Surface Emergency Response Team
- First Aid

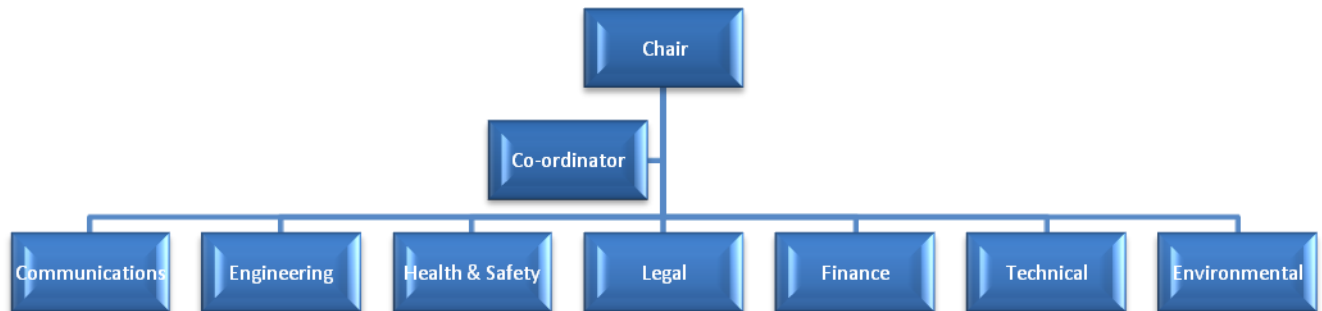
### 3.0 Crisis Response Organization

The Crisis Response Team is the group that will manage the crisis from the Corporate perspective.



#### 3.1 Corporate Crisis Operations Centre

The following diagram outlines the Corporate Crisis Management Centre organizational structure which consists of the Corporate Crisis Response Team.



The Crisis Management Centre manages Corporate related issues related to the Crisis and provides support to the Emergency Operations Centres. The Corporate Crisis Response Team has the following overall responsibilities:

- Ensure that all regulatory and Company requirements are followed during the crisis
- Coordinate with the mine site Emergency Operation Centres
- Ensure that the mine site Emergency Operation Centres are notified when required and remain current on issues related to the Crisis / Emergency
- Ensure that operating unit senior management is notified when required and remains current on issues related to the incident/crisis
- Coordinate with External Affairs to ensure Senior Management, as well as internal and external stakeholders are kept updated with accurate and timely information about the incident/crisis.

The Corporate Response plan has established roles and specific checklist based activities for each position function as outlined above. The following are overall responsibilities for each position function. For more detailed information and the specific position function checklists refer to the Emergency Response Plan.

**Chair**

- Overseeing the development and implementation of the corporate crisis management plan
- Co-ordinate with the Mine Site Emergency Operations Centre Chair, Surface Co-ordinator and Underground Co-ordinator
- Managing the company's overall crisis response and for keeping the CEO and other key executives fully informed of all developments
- Other responsibilities include calling meetings of the crisis management team, determining its composition, obtaining additional resources as necessary, communicating with key stakeholders as necessary and ensuring a full debriefing following resolution of a crisis

**Crisis Coordinator**

- Development, review, training and distribution of the crisis plan to the CCMT members, their alternates, and other management persons as appropriate
- Acting as a conduit for gathering information for the crisis team, passing information and crisis team decisions to the Corporate Crisis Operations Centre and maintaining communication.
- Co-ordinate with the Mine Site Emergency Operations Centre Chair, Surface Co-ordinator and Underground Co-ordinator.

**Communications Coordinator**

- Monitoring and handling its response to inquiries by the media and other key corporate stakeholders.
- Act as Nyrstar's chief representative with the media and other key corporate stakeholders. The spokesperson should also be available to assist the communications coordinator in the development of communications materials.

**Legal**

- Identifying, in advance, legal resources in foreign jurisdictions where the company operates as well as any legal requirements or constraints related to potential crises.
- Counsel should also approve all preliminary background communications materials.
- Determining legal requirements or constraints related to the crisis situation and provide advice on ways and means of limiting the company's potential liability in crisis situations.

**Finance**

- Coordinating financial transactions associated with the crisis.

**Health and Safety**

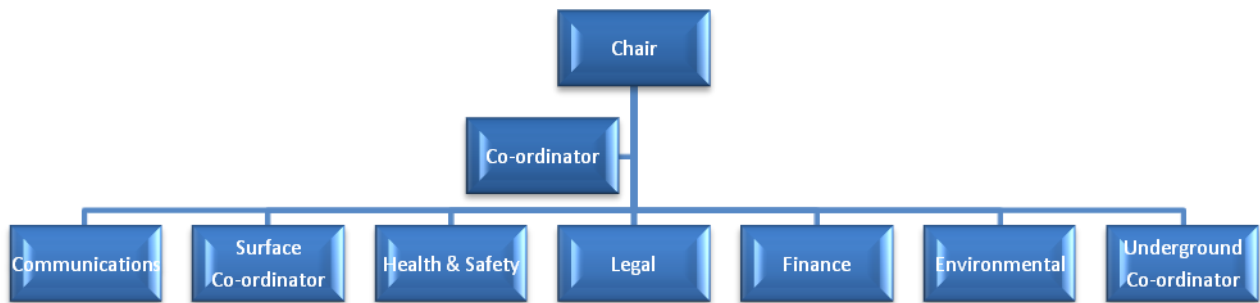
- Identifying and assessing injuries and damage to assets
- Identifying, assessing and recommending safe response practices for responders

**Environment**

- Identifying and assessing damage to assets and environment
- Identifying, assessing and recommending environmentally responsible response practices for responders

**3.2 Mine Site Emergency Operations Centre**

Nyrstar Myra Falls Ltd. (NMF) shall establish an Emergency Operations Centre that maintains a local emergency management team. The local team provides an initial response to a crisis and then provides local management of the crisis with counsel and/or direction from the corporate crisis management team.



The NMF team must ensure that its plan and organization are in place and tested to support the Corporate Preparedness and Response plans. The local team must regularly train and inform the corporate crisis team of any changes to its plan, team members or contact numbers.

The NMF crisis management team may reflect the structure and membership of the operation’s already established emergency response/risk management team. The NMF team is first to respond to a crisis, after which it provides overall local management of the situation in consultation with the corporate crisis team.

The Mine Site Emergency Operations Centre function is to coordinate and direct all response and mitigation efforts at the local level and to coordinate Facility Response Teams.

- Assess, classify and monitor the situation;
- Notify Corporate based on the actual or potential emergency criteria;
- Develop and direct the implementation of strategies for achieving emergency response objectives:
- Establish objectives and priorities;
- Determine needs and request additional resources from the Corporate Crisis Operations Centre;
- Manage emergency response resources;
- Monitor changing conditions and modify strategies accordingly;
- Ensure that planning meetings are scheduled as required;
- Develop and approve the implementation of an action plan and a site safety plan;

The Emergency Response plan has established roles and specific checklist based activities for each position function as outlined above. The following are overall responsibilities for each position function. For more detailed information and the specific position function checklists refer to the Emergency Response Plan.

**Chair**

- Overseeing the development and implementation of the emergency management plan
- Notifying the Corporate Crisis Operations
- Co-ordinate with the Corporate Crisis Operations Centre Chair, Surface Co-ordinator and Underground Co-ordinator
- Notifies the Corporate Crisis Response Team
- Other responsibilities include calling meetings of the crisis management team, determining its composition, obtaining additional resources as necessary, communicating with key stakeholders as necessary and ensuring a full debriefing following resolution of a crisis

**Emergency Coordinator**

- Development, review, training and distribution of the emergency plan to the emergency response team (EMT) members, their alternates, and other management persons as appropriate
- Acting as a conduit for gathering information for the EMT, passing information and EMT decisions to the Corporate Crisis Operations Centre and maintaining communication.
- Co-ordinate with the facility response team leaders (Mine Rescue and Surface Emergency Response)

**Communications Coordinator**

- Monitoring and handling its response to inquiries by the media and other key local stakeholders.
- Act as Nyrstar Myra Falls Ltd. chief representative with the media and other key local stakeholders.
- Develop communications materials.
- Co-ordinate with corporate communications coordinator to ensure consistency of messages

**Finance**

- Coordinating financial transactions associated with the crisis.
- Track financial expenses associated with the crisis
- Co-ordinate with local suppliers for the procurement of equipment and services necessary for the emergency response

**Health and Safety**

- Identifying and assessing injuries and damage to assets
- Identifying, assessing and recommending safe response practices for responders

**Environment**

- Identifying and assessing damage to assets and environment
- Identifying, assessing and recommending environmentally responsible response practices for responders

**Engineering / Ventilation**

- Monitor mine ventilation and support systems
- Identifying, assessing and recommending safe routes and as well as providing technical information to responders

**3.3 Facility Response Teams**

Nyrstar Myra Falls Ltd. facilities at a mine site are established to address specific responses unique to their facilities. Examples of Facility Response Teams include:

- a) Mine Rescue;
- b) Surface Emergency Response Team
- c) First Aid

## **4.0 EMERGENCY PREPAREDNESS AND PREVENTION**

The following outlines the process for the assessment of risk and the establishment of necessary preparedness and prevention activities. The process is based on a plan-do-monitor-assess management cycle with a focus of continuous improvement.

### **4.1 Risk Identification and Assessment**

The risk identification and assessment is an assessment of the potential risks and threats facing the mine site and the evaluation of the company's emergency preparedness at the operations level. The assessment of the risks and threats facing the mine site is conducted by the Mine Site Emergency Preparedness Organization. Risks are reviewed as necessary and at least annually. Based on the risk assessment, the response organization and protocols may be revised. Refer to Appendix A for a list of key Mine Site Risks.

### **4.2 Emergency Response Procedures Development and Maintenance**

Emergency response procedures are established and maintained based on the Risk Assessment with significant risks having increased emphasis on prevention, preparedness and response. Specific protocols are prepared for significant risks. Significant risks are those that have a very high risk rating based on the Risk Identification and Assessment.

### **4.3 Maintenance of Protocols, Emergency Equipment, Information and Communication Systems**

The preparedness organization is responsible for ensuring the sustained relevance of emergency response protocols and the maintenance of crisis equipment, information and communication systems.

### **4.4 Training**

Training ensures that a desired level of response quality is maintained throughout the organization. This is accomplished by communicating to emergency management team members the organization's overall philosophy of crisis management and their assigned roles and responsibilities. Training shall be conducted as follows:

- New emergency management team members should be trained in their role and responsibilities as soon as possible upon assignment to their respective team
- All preparedness and response personnel will receive formal training in the preparedness and response plans
- At a minimum, on-going team members should receive annual refresher training on their respective emergency management processes and individual role and responsibilities



- Team members should be trained whenever material changes are made to applicable risks, their respective emergency management processes or individual roles and responsibilities

#### 4.5 Drills and Testing

In order to ensure Nyrstar Myra Falls Ltd. is capable of implementing its crisis management and emergency response plans and procedures, a program of regular exercises shall be conducted annually, as a minimum. The purpose of the exercises is to assess emergency management plans and processes, identify opportunities for improvement and strengthen the coordination and integration of response capabilities among operating levels within the mine site and the connection to the Corporate Crisis Response Team.

Typically, exercises will be performed via one of the following methods:

- **Tabletop Exercise** – This discussion-based method uses a hypothetical scenario and facilitated discussion to analyze situations and develop courses of action.
- **Drill Exercise** – This method involves the performance of response activities by individuals or groups/teams, and requires activation of personnel.
- **Full Scale Exercise** – This method involves broad based participation and simulation by groups/teams and individuals at several organizational levels including the Corporate Crisis Response Team.

An annual plan is prepared by the Corporate Crisis Program Coordinator to establish tabletop exercises, drills and full scale exercises within the Corporate Response organization and integrate with each mine site operation. The Corporate Crisis Program Coordinator works closely with the mine sites to establish mine site exercises and drills and also co-ordinates these integrated exercises.

#### 4.6 Emergency Management Program Review and Updating

Reviewing and Updating refers to the refreshing, updating and exercising of Nyrstar Myra Falls Ltd. emergency management capabilities.

The Emergency Program Coordinator is responsible for reviewing and updating the program as follows:

- All emergency management plans and emergency response procedures shall be reviewed annually, as a minimum.
- Emergency management and response plans shall be subject to review following exercise activities, post-incident reviews and audits,
- Changes deemed critical to the plans shall be updated immediately rather than being held for inclusion during the regularly scheduled annual update,
- Organization structure, team roster and contact numbers shall be updated a minimum of annually, or as specified by the operating units.

**Self-Assessments**

The Corporate Crisis Management Program Coordinator shall communicate expectations to the Mine Site Emergency Coordinators for annual self-assessments to evaluate their program’s compliance, effectiveness and assurance that plans and processes are in place according to Company policy. Self-assessments may consist of plan and process reviews, post-exercise evaluations, incident response reviews, lessons learned identification, benchmarking or other methodologies to track program effectiveness and adherence. Guidelines on items to include in the self-assessments are included in Appendix 4 – Self Assessment.


## APPENDICES

Appendix 1: Emergency Command Center Contents

Appendix 2: Risk Assessment and Protocol Development

Appendix 3: Self-Assessment Guidelines

Appendix 4: Definitions

	<b>EMERGENCY PREPAREDNESS PROGRAM</b>	APPENDIX 1
		Issue Date: December 2007 Revision Date: May 2013

## APPENDIX 1 - EMERGENCY COMMAND CENTER

The Nyrstar Myra Falls Ltd. Emergency Operations Centre is located in the boardroom of the HW administration building. The following are key components and materials that are part of the center.

### Accommodation

- Command center will house or have close access to a facsimile and photocopying equipment, computers with e-mail and internet access.

### Essential Documents

- Emergency Management Plan
- Roster of additional staff on call during and outside normal working hours
- Operation site plans
- Maps of area adjacent to operations

### Communications Equipment

- Telephones with external direct telephone lines into the command center and conference call capabilities
- Telephone recorders

### Ancillary Equipment

- Notebooks, files, paper and supply of pens/pencils.
- Lap-top or desk top computer and printer
- Flipchart and markers
- Overhead projector and blackboard
- Television and satellite dish
- Radio and recorder, and spare batteries and tapes
- Clear polythene bags and rubber gloves for the safe handling of material evidence for subsequent forensic examination

### Security Equipment

- Secure cabinet in which to keep incident documents
- Paper shredder

### Access Control

- Immediate but controlled access out of normal working hours.
- Immediate access to the switchboard out of normal working hours, and the availability of instructions for use.

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**EMERGENCY PREPAREDNESS PROGRAM**

APPENDIX 2

Issue Date: December 2007

Revision Date: May 2013

**APPENDIX 2 - RISK ASSESSMENT AND PROTOCOL DEVELOPMENT**

Risk Assessment refers to a qualitative assessment of combination of the severity and the probability of an incident. By identifying and acknowledging potential risks, appropriate steps can be taken to plan and prepare for them.

RISK		RANKING
Type	Description	Myra Falls
<b>Industrial Emergency</b>	Underground ground fall	VH
	Underground fire	VH
	Surface fire	VH
	Tailings Dam Failure	H
	Ventilation threat	H
	Hoist or shaft failure	M
	Explosion on surface	M
	Explosion underground	M
	Sulfur blast	M
	Missing person underground	M
	Missing employee on surface	L
	Loss of communication	VL
	Worker caught in an Alamac Raise	VL
	Missing member of public on surface	VL
<b>Natural Disasters</b>	Forest fire	VH
	Wind storm	VH
	Earthquake	H
	Landslide along roadway	H
	Flooding underground	H
	Blizzard	H
	Avalanche	H
	Flooding of surface (Myra Creek)	M
	Storm water overflow from treatment system	M
	Landslide above backfill plant blocking Myra Creek	M
	Hail	VL
<b>Medical Emergencies</b>	Heart Attack/Stroke	VH
	Trauma - Not resulting in a fatality	VH
	Multiple Victims	VH
	Fatality	H
	Remote Extraction	L



**EMERGENCY PREPAREDNESS PROGRAM**

APPENDIX 2

Issue Date: December 2007

Revision Date: May 2013

RISK		RANKING
Type	Description	Myra Falls
<b>Accidental Release of Materials</b>	Liquid Spill on Site	VH
	Liquid Spill on Road to Mine Site	VH
	Liquid Spill at Discovery Terminal	VH
	Concentrate Spill at Discovery Terminal	VH
	Effluent Release (Bypassing Treatment Works)	H
	Release of Tailings	M
	Gas Release on Site	L
	Concentrate Spill at Site	L
	Concentrate Spill on Road to Mine Site	L
	Gas Release on Road to Mine Site	L
<b>Other Unexpected Events</b>	Vehicle Accident on Road to Mine Site	VH
	Helicopter Crash	VH
	Bus Accident	VH
	Vehicle Accident on Site	H
	Terrorism	H
	Loss of Access to Site	H
	Failure of Thelwood Bridge	H
	Sabotage	M
	Failure of Myra Car Bridge	M
	Work Place Violence	L

Notes:

VL = Very Low

L = Low


M = Medium

H = High

VH = Very High

**APPENDIX 3 – EMERGENCY MANAGEMENT PROGRAM TSM SELF-ASSESSMENT GUIDELINES**

- 1) Plan Reviews
  - a) Was the Emergency management plan reviewed annually?
  - b) Were any major changes were made to the document?
- 2) Contact Lists
  - a) Were contact lists updated accordingly?
- 3) Emergency Operations Centres
  - a) Was the emergency center inspected?
  - b) Are any additional resources needed for the emergency center?
- 4) Training
  - a) Was training conducted for the Emergency management team?
  - b) What was the scope of the training?
- 5) Exercises
  - a) Was an exercise conducted?
  - b) Attach post critique report on the exercise.
- 6) Activations
  - a) Were there any full activations?
  - b) Are risk assessments up-to-date?
- 7) Additional Resources
  - a) Are additional resources needed?
- 8) Objectives for Next Year
  - a) Plan Review
  - b) Training
  - c) Exercises

	<b>EMERGENCY PREPAREDNESS PROGRAM</b>	APPENDIX 4
		Issue Date: December 2007 Revision Date: Nov 2014

## APPENDIX 4 – DEFINITIONS

**Activation** – the mobilization of emergency response or crisis management team members to address emergencies or incident situations.

**Crisis** - an event involving facilities, products, services, policies, activities or employees that has the potential to threaten or affect the way the Company does business.

**Crisis Management** - proactive operating philosophy that ensures that capabilities exist to mitigate, prepare for, respond to, and recover from a circumstance, event, or series of episodes that threaten to fundamentally affect or alter the way the organization conducts its business. It is broader in scope than emergency management and includes consideration of impacts on brand and image, legal liabilities and other business consequences.

**Critical Asset** – an asset which meets the defined criteria for being ‘critical’ to mine site.

**Critical business process** - defined as an operating unit team, department, function, process etc. that must remain functional, regardless of the circumstances, and therefore, requires an IPP plan in one or more of the six IPP disciplines.

**Emergencies** - incidents that threaten human life, health, property and / or the environment if not controlled, contained or eliminated promptly. Usually localized in scope and fast-moving, most emergency situations are addressed by facility plans and supplemented with operating unit support, as needed.

**Emergency Management** - processes where measures are taken to prevent, prepare for, respond to, and recover from the acute effects of an emergency.

**Emergency Response Plan** - A plan, set of activities and resources used to make employees, customers safe and limit or prevent damage and destruction of company property, infrastructure and/or the environment when faced with a major emergency situation that requires coordinated action beyond normal procedures.

**Incident** - an event, series of events, or set of circumstances that impacts operations and requires a prompt, coordinated response beyond normal business processes.

**Incident Response** - the response of an organization to an incident or emergency that may significantly impact the organization, its people, or its ability to function productively.

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