

**Verbatim Radio Transcripts from Metro – Fire Departments  
August 28, 2008 – Bayer Explosion**

**Thursday, August 28, 2008, the time 10:34 p.m.**

Station 19 for the explosion MacCorkle Avenue

**Metro:** Station 19 respond for the explosion, multiple, multiple calls, with large explosion, flames visible in the area of Value City, 6318 MacCorkle Avenue, 6318 MacCorkle Avenue, unknown source at this time, still receiving calls, 2235.

1911, pick it up, it's not at Value City

Brian, everyone, pull it up

*Inaudible, cutting in and out*

I can't copy, try it again.

2406, on Route 60, it's across from the \_\_\_\_\_, appears that the fire is at the Plant at Plant 241.

**Metro:** Station 24 to Station 23, 1600 First Avenue, South, 1600 First Avenue, South, at the Bayer Plant, large explosion, multiple calls, report of a fireball of approximately 100 feet in the air, no contact with the Plant at this time, 2237.

2409.

2420 is in route to station.

2409 go ahead with your traffic.

Just to let you know, \_\_\_\_\_ it looks like it's going to be right in the middle of the Plant. I'm not sure what unit it was, but it was a very large fireball, and it went up 150 feet, maybe 200 feet up in the sky, and it was a very loud explosive.

**Metro:** Can we confirm that it was at the Plant?

\_\_\_\_ 24

It was in the very center of the Plant, I'm not sure what unit.

Metro: That's copied and confirmed a fireball at the center of the Bayer Plant, all portable units hold your traffic at this time, 2238.

Metro: Metro to Station 19, as of now you can disregard your response. It's not going to be in your area, 2238.

Metro: Station 24, Station 23, 1600 First Avenue, South, 1600 First Avenue, South, at the Bayer Plant, large explosion, flames showing, 2239.

2420 is in route to station.

Metro: 2420, 10/4.

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Metro: 2239.

Metro, I suggest you get ahold of 990, 19 on standby, try St. Albans, Nitro, and Dunbar on this call and get ahold of 2401.

Metro: 10/4, sir, we're working on that right now.

**Thursday, August 28, 2008, the time is 10:35 p.m.**

Metro 319.

Metro: 319.

Give me an address on that explosion.

Metro: I'm not sure yet. I don't know. Uhm, somewhere on the other side of the river, on maybe the Bayer, we're not sure.

Okay, we're gonna go up MacCorkle and check it out. My wife's was up in that area; and I was on the phone with her when it happened. She said it looked like a heavy fire over towards the Plant.

Metro: 10/4. You do this. You come back towards Value City. I'll send two fire \_\_\_\_\_ down Route 25.

Okay.

Metro: Dial medic 259, head up Route 25, towards the Bayer Crop Plant, got a report of an explosion, 2236.

Okay, 239.

Metro: 239.

I'm here.

Metro: 10/4.

We're gonna stay in our area.

**Thursday, August 28, 2008, the time 10:37 p.m.**

319, 259, Med Link has been advised.

Okay, Metro 259, we'll be in route. Break.

Metro: Last unit?

259 we're going to be in route to the Bayer Plant. Did they advise the officials of an internal explosion or something outside the Plant?

Metro: I don't know. We are -- The only thing we know is we've got reports of at least a large explosion coming from the Plant. That's all I got.

259, 511.

\_\_\_\_\_, Metro 319.

Metro: 259, go ahead.

319: Metro 259, hold the traffic. This is 319, Metro. You've got a heavy fire explosion inside the Plant in the center of the Plant; copy.

Metro: Copy. Heavy fire in the Plant, in the Center, Nitro 30.

**Thursday, August 28, 2008, the time 10:38 p.m.**

Metro: 511, go ahead.

511: I'm at Institute.

Metro: Go ahead.

Metro: Metro to all EMS units, restrict your traffic, restrict to your traffic to emergency only, 2239 \_\_\_\_\_.

2595; \_\_\_\_\_, traffic.

**Thursday, August 28, 2008, the time 10:39 p.m.**

Metro: Metro station 19 copy.

Station 19, 2240.

**Thursday, August 28, 2008, the time 10:40 p.m.**

Metro: You're breaking out, I copied Station 25, what other stations do you want on standby or to respond?

Metro: Station 23 and Station 19, I will advise Nitro Fire Department they are on standby.

10/4, copy Station 25, Station 80 on standby, 19's moving into 24, and 23's been dispatched.

2407.

Affirmative, confirmed at the Bayer Plant, at the center of the Plant.

Metro: Station 19, take standby at Station 24, Station 19, take standby at Station 24 for an explosion at the Bayer Plant, 2240.

Metro: Chief 24, at this time we can't get through to the Plant at this time. 10/4, 2241, which stations do you want on standby?

**Thursday, August 28, 2008, the time 10:41 p.m.**

Nitro 259, we'll be staging up in front of the Bayer Plant here.

Metro: Copy of your stage, 259, 2242.

Thursday, August 28, 2008, the time 10:43 p.m.

Metro: Metro to Chief 24. Do you want 24 and 23's pagers set off again?

Metro: Station 24, Station 23, second tone, respond 1600 First Avenue, South, 1600 First Avenue South, the Bayer Plant, large explosion, flames visible, unknown chemical at this time, 2244.

Engine 245.

Metro: Engine 245, \_\_\_\_\_, 2244.

*Inaudible*

Metro: Was that 232?

\_\_\_\_\_ 33, 232, roll 236, and that's it.

Metro: Metro copy, \_\_\_\_\_ 232 with 4 at 2245. Station 23, authority of 232, roll 236, and that's it.

224.

245 to stage at Go-Mart. We need to find out what we got before we roll in there.

Metro: 10/4, that's a copy. Be advised we still don't have contact with the Plant. Metro to Engine 245, authority of Chief 24, take standby at the Go-Mart, copy.

\_\_\_\_\_, on scene, we're First Avenue Command.

Metro: 245 on scene, Command 2245

Metro copy, First Avenue Command.

245. \_\_\_\_\_ Let us find out what we got before we roll in the Plant, main gate, heavy \_\_\_\_\_, standby.

**Thursday, August 28, 2008, the time 10:43 p.m.**

Metro: Metro 259

259: Go ahead, Metro.

Metro: 259, I've got a burn patient at the main gate, at the main gate.

**Thursday, August 28, 2008, the time 10:44 p.m.**

Metro: Ron, I don't know, I don't know. They're not giving us anything. To be honest with you, I don't even know if anybody's even called in from there. Alright, 10/4.

\_\_\_\_\_, we're still staging here, be advised Metro there is heavy smoke and a whole lot of flames.

Metro: 10/4.

\_\_\_\_\_  
511, 319. I'm here across from the Plant and we've got a western wind. It's blowing down toward the western end. We're going to stage above it to the east.

**Thursday, August 28, 2008, the time 10:45 p.m.**

511.

Metro: Uhm. In the west, I've got 239, 309. I've got pretty much everybody in the east, 297.

\_\_\_\_\_, we're gonna stage up here at \_\_\_\_\_ MacCorkle until you advise.

**Thursday, August 28, 2008, the time 10:46 p.m.**

Metro: 10/4, 2246. I tried calling Bayer and nobody answers the phone. They called us, and I talked to the call taker, and they're not releasing any information. We're still - I'm going to try to get ahold of them.

**Thursday, August 28, 2008, the time 10:47 p.m.**

259 is sitting on Route 25.

Metro: 10/4, 2247.

Peanut, what you got involved down there, is it a chemical or what?

\_\_\_\_\_, 44.

\_\_\_\_\_ standby at the Go-Mart.

Metro: \_\_\_\_\_ on standby at the Go-Mart, 2247.

193.

Standing by on our side of the Dunbar Toll Bridge.

Metro: 193, standing by, 2248.

Metro: Metro to command, you have traffic.

*Inaudible.*

Metro: Metro to Chief 24. Do you have any further information at this time?

\_\_\_\_\_, I'll try to give you something here in a second.

10/4, copy here at the main gate.

Metro: Rusty, 244, on standby at Go-Mart, 2247.

Main entrance.

Okay, right, I understand, but Peanut is on the scene down there with them.

*Inaudible.*

511, 259, okay to enter.

Okay, Rod, we're go ahead and enter. Looks like fire department and the Plant EMS is sitting down here at the main gate.

**Thursday, August 28, 2008, the time 10:48 p.m.**

Okay, all he's saying is it is an unknown chemical that's more interior of the Plant, but they are in a safe zone right here.

**Thursday, August 28, 2008, the time 10:49 p.m.**

All units be advised the interstate is being shut down both directions, also Route 25 is shut down at Dunbar and at Nitro City Limits.

32, \_\_\_\_\_ on scene.

Metro: Engine 232, on scene, 2249.

Station 2, call Station 23.

Metro 239

Metro: 239.

239: We're staging just east of Golden Corral on Goff Mountain.

Metro: 10/4, break Metro 309.

**Thursday, August 28, 2008, the time 10:50 p.m.**

\_\_\_\_\_ 45.

Unit 3.

Metro: 504, 504, I can't copy.

\_\_\_\_\_ is in route to the Plant, Matt.

Metro: 10/4, 2250, Metro 309.

**Thursday, August 28, 2008, the time 10:51 p.m.**

Metro 262.

I'm passing MacCorkle down here. I'll let you know something here in the next five minutes or so.

Unit 4, can you stage there at \_\_\_\_\_ until I can tell you something, see what we've got down here for sure.

All units, hold your traffic, Metro 259.

Metro: 259.

I need 329

Metro: They're on a transport.

Okay, we'll wing it.

Metro: 10/4, okay I could start 59 that way, that's the best I can do.



No, they're too far away, we'll wing it.

Metro: 10/4, 511, I'm moving into Ops.

259, we're on top of the hill here, if you need us.

Metro: Chief 24.

Chief 24. Advise we do have an explosion and working fire. I'll give you further information as we get it there.

Metro: Chief 24, copy, confirmed explosion and have a working fire, no further information at this time, 2251.

Metro, Chief 24.

Metro: Chief 24.

Get ahold of Dale Petry, you might want to get him out here too.

Metro: He's in route.

241. Responding reporting to staging.

Metro: 241, in route staging, 2252.

Metro Engine 193

Metro: 193, go.

193: Show Engine 193 standing by our side of the Dunbar Toll Bridge. We'll be standing by.

Metro: 193, standing by the Dunbar side of the Toll Bridge, 2252.

**Thursday, August 28, 2008, the time 10:52 p.m.**

Metro 3 \_\_\_\_\_

511, 319.

Standby Jeff, 329, go ahead.

We're clear Women and Children's, headed west, do you have an idea of where you want us to stage?

Come down the Institute Exit right now and stage until I can get over there and find out what's going on.

10/4.

13, go ahead.

511, it's for sure over in the general area of the Larvin Unit. I spoke to a mechanic that works in the Plant and another gentleman that works in the Plant, and they are both saying it is poisonous.

Thursday, August 28, 2008, the time 10:53 p.m.

Metro: Metro to Unit 990.

Metro \_\_\_\_\_ in command.

First Avenue Command.

Go ahead and get the mobile command.

10/4, copy Mobile Command.

Mobile command, get it.

\_\_\_\_\_ copy, I'm in route.

Metro: That's copy, 2253.

2245, go to 3.

Thursday, August 28, 2008, the time 10:54 p.m.

\_\_\_\_\_ 4, 511

Could you copy -- could you coordinate things out of operations there right now until I can find out for sure what we got?

Okay.

Metro, Fire Marshal 1770, fire channel.

Metro: Fire Marshal 1770

FM 1770: My position is in route to the Bayer Crop area in response to the explosion.

Metro: 1770 in route, 2254.

Metro 269:

Metro: 269.

269: We're at Memorial, staging at \_\_\_\_\_.

Metro: 2254, hours break.

Go ahead.

Metro: Go to In Op, or UHF.

**Thursday, August 28, 2008, the time 10:55 p.m.**

Go ahead, 261.

511, I'll be on the scene down here establishing EMS command.

Metro: 10/4, 2256.

**Thursday, August 28, 2008, the time 10:56 p.m.**

Copy in route, solo.

Go to Channel 4.

Metro, Kanawha 259.

Metro: 259.

259: Reporting to Charleston General.

Metro: 2257, alright.

Does law enforcement have the interstate shut down right now, entrance ramp to Charleston?

Metro: Yes, I believe so.

To Charleston?

Metro: I believe so.

See if you can have them clear the road for me.

Thursday, August 28, 2008, the time 10:57 p.m.

2401.

Unit 10.

10/4, I can copy you. Unit 990 is in route. KC1 is in route.

261 go to Fire 4.

Metro, you can go ahead and cancel all Station 26 members, some people poured some gasoline on a brush fire up here, and the fire's out.

*Inaudible.*

329.

Can you all come down here to the Plant entrance with me. You'll see me sitting here in stage here.

We're between Dunbar and Institute now.

All right.

329, 259.

Go ahead.

You guys are in Institute, Dunbar?

We're passing Dunbar.

Stop there at Dunbar?

No they got it shut down here.

Okay, we could use an RSI if anyway you can get off the interstate and meet us here at Dunbar.

We're stuck in the traffic now.

Metro: 259, you getting on at Dunbar?

Thursday, August 28, 2008, the time 10:58 p.m.

Unit 1, do you copy?

Unit 1 copy, back in service, returning.

Unit 2 copy.

Metro: Metro to First Avenue Command.

\_\_\_\_\_ Command, go.

Metro: Can you confirm a cloud over the sky, which way it's going?

We haven't confirmed a cloud, Metro, \_\_\_\_\_.

62, copy.

Thursday, August 28, 2008, the time 10:59 p.m.

4401, 1901.

Thursday, August 28, 2008, the time 11:01 p.m.

Metro: Metro to Chief 24.

Yes

Metro: Do you have any idea of what sort of substance it was yet as far as a shelter in place?

If I can get any - Stand by Metro, I'm trying to get some info right now.

Metro: That's a copy, trying to get info now, 2301.

Putnam 827.

Metro: Putnam 27, move into Station 32.

P 27: We're already in Nitro.

Metro: Appreciate it, 2301.

**Thursday, August 28, 2008, the time 11:02 p.m.**

Metro, 329 on scene, reported to EMS Command.

Metro: 2302.

24.

Come on down and stage behind us. You're behind 245, gate at the Plant.

*Inaudible.*

Metro 511.

Metro: 511.

511: We're still trying to sort things out down here so uhm, I don't have anything new to tell you until we can find from someone what's going on.

Metro: 10/4, 2303.

**Thursday, August 28, 2008, the time 11:03 p.m.**

Metro: Metro to Chief 24, First Avenue Command.

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Chief 24 will be arriving at the scene (inaudible)  
on scene at front entrance, 2302. Break. Metro to Chief 24.

259, 511

Go ahead.

God, I know you're busy but at some point could you inquire whether or not we need to decon ourselves.

Yeah, I'm not getting clear information, but if I was you, I would, up there at the hospital.

10/4.

Metro, 511.

Metro: Rod, I got a report from the Sheriff that got a report from the engineer at the Plant and this is in the Larvin Unit, and he said it's a serious situation.

Okay, I assumed that Metro, we're still down here with fire and stuff, trying to figure out what's going on.

Metro: 10/4, 2304.

Tanker 243 on scene at the front entrance; 243, Metro to Chief 24.

Metro to First Avenue Command

First Avenue Command, go.

Metro: Be advised we are receiving information from the Plant that is it the Larvin Unit.

That's a copy.

**Thursday, August 28, 2008, the time 11:04 p.m.**

991 to Metro

Metro: 991.

\_\_\_\_\_, can you pick up with me?

Metro: Sir, we've got every line lit up now, we're doing the best we can. Is your pager working, 991?

*Inaudible.*

Metro: I'll send you my cell phone number.

511, 319.

Go ahead.

Still got UHF.

No, Jeff, I'm outside here for standby, can you call me?

Let me find out where you're transporting to.

General.

\*\*\* Call not related to Bayer Plant \*\*\*

Metro to EMS Command.

Metro: Go ahead.

Standby.

Metro: Unit, calling Metro.

Thursday, August 28, 2008, the time 11:06 p.m.

2401.

Metro: 2401, go ahead.

As of right now, we're going to give up on a shelter in place for Area 24. I'll give you a call on the land line and give you a little bit of information here.

Metro: 10/4, copy, negative shelter in place as of now, 2306.

Metro to EMS Command.

Metro: Go ahead, Command.

Call that Putnam County Unit, 632, and have them come up here and set up stage on 25 in front of the Plant.

Metro: 10/4, Metro Putnam 27.

511, 239.

Putnam 827, copy we're out.

Metro: 2306.



239: EMS Command, this is 239

EMS: Go ahead.

239: We're staging up here by Golden Corral, you need us down there?

EMS: Just stay where you're at right now.

\_\_\_\_\_ EMS Command

Metro: Go ahead, command.

\_\_\_\_\_ shelter in place, they are evacuating the western end of the County, make sure we have no EMS units in the St. Albans/Nitro area for right now.

Metro: Copy, no EMS units in the western part of the County, 3132, 2307 hours.

Metro, we just need that right now, just to stay kind of up wind until we can find out for sure what's going on.

Metro: Alright, Rod, I'm working. I got \_\_\_\_\_.

**Thursday, August 28, 2008, the time 11:07 p.m.**

Metro KC1

Metro: KC1, go ahead.

KC1: I am in route. If you get an opportunity, see if you can find out where I need to report.

Metro: 10/4, KC1 you need to report to the Rehabilitation Center.

Okay, that's received.

Metro to Chief 24

**Thursday, August 28, 2008, the time 11:08 p.m.**

Metro to First Avenue Command.

Go ahead.

Could you confirm with Chief 24 that it's going to be negative on a shelter in place or if he does want a shelter in place?

Standby.

Metro 319, we're east of the release, we're okay.

Metro: [REDACTED]

Metro: [REDACTED] \* \* \*

\* \* \* [REDACTED] \* \* \*

Metro 502.

Metro: 502. 502 switch towers, try it again, you're covering static. 502, go ahead.

502: Metro 502.

Metro: 502, that's crystal clear, go ahead sir.

Has EOC been opened yet?

Metro: 10/4, it has. We've activated the EOC.

502: Okay.

Metro: \_\_\_\_\_ Command, 2410, we are advising negative, negative on the shelter in place.

Go ahead.

Copy negative, shelter in place, 10/4.

Thursday, August 28, 2008, the time 11:10 p.m.

[REDACTED]

504, \_\_\_\_\_.

\_\_\_\_\_ 504 will be out with EMS Command.

Metro: 10/4, 2311.

**Thursday, August 28, 2008, the time 11:13 p.m.**

Metro to KC1.

KC1.

Metro: KC1, you need to respond to the Shawnee Park. Shawnee Park's going to be the Command Center.

KC1: That's received.

EMS, this is Putnam County Medic 27.

EMS: \_\_\_\_\_, go ahead.

P 27: We're here in front of the Plant at the bottom of Goff Mountain Road, where do you need us?

EMS: Just come on up to where we're all staging and you'll see us.

P 27: Received.

1045.

**Thursday, August 28, 2008, the time 11:14 p.m.**

236, on the scene assisting command at the Main Gate.

Metro: 236 to Main Gate, 2314.

**Thursday, August 28, 2008, the time 11:15 p.m.**

245, 24.

Go head.

Could you give us a call on the EOC?

What's that number up there?

[REDACTED]  
Metro, 319 \_\_\_\_\_

Metro: 319.

319: I'm sorry, I can't hear you on the UHF.

Metro: [REDACTED] \*\*\*  
[REDACTED]

Thursday, August 28, 2008, the time 11:16 p.m.

Any first responders mark up for this call, by chance?

Metro: Negative, I got a Sheriff's Unit in route and it broke away.

Okay, thanks.

Metro, Kanawha 259.

Metro: 259.

259: Can you get ahold of 511 to maybe get a name of this patient.

Metro: Metro to Unit Command.

Unit Command.

Metro: 259 needs a name on that patient.

259: We can't Metro, because we have no contact with anybody from the plant.  
Break.

Metro: Go ahead.

The command is moving and we are going to be transferring our operations up to  
Shawnee.

Metro: Copy. MS Command is moving to Shawnee Park, 2317 hours.

Was that 242?

I am responding to \_\_\_\_\_.

Metro: 10/4, 2316.

Thursday, August 28, 2008, the time 11:17 p.m.

Unit 2, Metro

Unit 2, Metro, I will be in route from Madison. Break.

\_\_\_\_\_ 10/4, go.

Tell me where they are gonna set up a command post.

Metro: Command post will be at Shawnee Park.

Be advised I will be in route to that location. Also, \_\_\_\_\_ is coming to assist you with closing of the interstate.

Metro: You are breaking out. Who did you advise was in route to assist?

All of our interstate crews have been notified, and they will be coming with message boards.

Metro: That's a copy.

Metro to First Avenue Command.

First Avenue Command. Have KC1 come to the Route 25 of the Main Gate, that's where we've got command set up right now.

Metro: 10/4 Metro to KC1, you copy?

KC1: Negative.

Metro: Command is now wanting you to respond to Route 25 at the Main Gate, that's where Fire Command is.

KC1: Copy to Main Gate.

Thursday, August 28, 2008, the time 11:18 p.m.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thursday, August 28, 2008, the time 11:19 p.m.

Chief 24 was that for Metro?

*Inaudible.*

Thursday, August 28, 2008, the time 11:20 p.m.

Metro, 319

[REDACTED]

502, EMS Command.

EMS: Go ahead.

Metro: EMS to Command, go ahead sir.

EMS: I'm talking to 502, Metro.

Metro: Sorry about that.

Command, 502.

502, we are moving our area, we're gonna move up here to Shawee Park and regroup.

\_\_\_\_\_ evacuation or shelter in place.

One more time, John, I missed that.

What is the status of shelter in place versus evacuation?

All we know right now is the only thing we've been told is a shelter in place in the west, that's all, nobody else has told us anything.

We're leaving the Teays Valley area. I-64 seems to be our preferred route of travel. Do you know anything contrary to that?

Negative, not at this time. All I know is that it is the wind direction is blowing west, and it look liked it shifted and was coming toward the Command Post, but it hasn't yet, so that's why we're moving. So, I don't know what to tell you when it comes to that, John, you may contact them on the Fire Radio and see what they got.

Okay, Rod, EOC is open. 503 is on his way to communications. I will be going to the EOC. Paramedic Albright will be going to Ops in case we need to

504 will be down here at Shawnee Park.

Have we confirmed the product?

Well, we know it was in the Larvin Unit, and there's a mixture as of right now. John, we're really not confirmed exactly what it is.

So, the clouds you have reported is a product cloud?

As far as I know, yes. Instead of taking any chances, that's what we're going to go with.

I spoke to 501 and he gave me other information. I will notify him.

Okay. Like I said, John, we're not getting this information. We're trying to get it from the Plant. We haven't got anything yet so, Fire Department's down there working with them.

There needs to be a representative from the Plant into the Command Post.

That's affirmative.

Do you have that liaison present?

Metro 239.

Representative, we're trying to get a fire representative up here now. Let me work and see if we can get a Plant person. They have real trouble getting anybody from the Plant.

There should be a Plant liaison that will respond to the Incident Command Post.

That's fine, we'll see what we can, John. It was hard getting any kind of information out of them.

I understand. I have my personal cell phone. We'll be arriving at our destinations at approximately 20 minutes.

511, 239.

We are at the cross street of Old Goff Mountain, New Goff Mountain, and Big Tyler, is that where you want us?

Just stay back in your area over there near the entrance to the interstate for right now until we find out where we need you.

That's a copy.

259, 511.

Metro to Station 20 going to Riverpark Circle, you need to take a standby [REDACTED]

Metro, Fire Marshal 1770.

Metro: 1770.

FM1770: Metro, be advised on the scene at Bayer Crop, having a little problem with communications inside the Plant as to know exactly what we have. Can you give me an update of what they are telling you exactly what we are dealing with?

**Thursday, August 28, 2008, the time 11:21 p.m.**

Metro: The only thing we heard directly from the Plant was that they believed it was in the Larvin Unit. They never did confirm that.

FM1770: Okay. I think I have confirmed that here at the gate, but I don't know, they couldn't tell me what was in the Larvin Unit. We got one report that there was insecticide or pesticide, don't know what kind. Be advised to you all that I am going to go ahead and put a Regional Response Team in staging just for good measure.

Metro: 10/4, I copy, 1770 is putting a Regional Response Team on standby, 2322.



Thursday, August 28, 2008, the time 11:24 p.m.

259, 511:

511: Go ahead for 511.

259: Do you have access to Rhone Poulenc's EMS Unit there at the gate?

511: Negative, do not.

991 will be arriving at 1600 First Avenue.

Metro: 991 on scene, 2325.

Thursday, August 28, 2008, the time 11:26 p.m.

Metro, KC1's arrived.

Metro: KC1 on scene, 2326.

Thursday, August 28, 2008, the time 11:30 p.m.

\_\_\_\_\_ for Metro.

EOC, I will be monitoring KC EMA, Kanawha EMA.

Metro to EOC, do you copy?

EMS Command, go ahead.

That's affirmative.

Standby.

Hey, John.

EMC Command, 502.

That's negative, nobody's made a decision yet, but it needs to be made.

Hey, Rod, what's your phone number?

██████████

**Thursday, August 28, 2008, the time 11:32 p.m.**

Okay, I just got off the phone with Peanut, they're doing air sampling and things right now, John, to determine whether we need to shelter in place or evacuate.

Copy.

**Thursday, August 28, 2008, the time 11:35 p.m.**

Metro, 319.

Metro: 319.

319: \_\_\_\_\_

Metro: 2335.

**Thursday, August 28, 2008, the time 11:36 p.m.**

Metro to First Avenue Command.

2009, 2236, break Metro to First Avenue Command.

**Thursday, August 28, 2008, the time 11:37 p.m.**

\_\_\_\_\_ to KC1.

\_\_\_\_\_ Command, go.

Metro to First Avenue Command, Engine 192 is at the Dunbar Toll Bridge taking a standby, do you need them to stay there, come on in into the scene there?

Metro to Engine 193.

193: Go Metro.

Metro: Need you to move to Station 24.

193: 10/4.

Metro, 157.

Metro: 157.

157: \_\_\_\_\_ with you use St. Albans exit, going to be moving across the river to cover 32.

Metro: 10/4, 2338, I need you to go to a station and get there and stay inside.

157: Okay. So, they haven't initiated the shelter in place?

Metro, 2401.

Metro: 2401.

2401: Were you calling for First Avenue Command.

Metro: Affirmative. I got my answer. I just needed to know if 193 needed to move their station or stay there at Dunbar.

**Thursday, August 28, 2008, the time 11:39 p.m.**

Go ahead.

2022, Metro.

Metro: 2022.

2022: \_\_\_\_\_ standby in station.

Metro: Which station was it?

*Inaudible.*

Metro: Copy, 22, which unit was this?

2022: 2022.

**Thursday, August 28, 2008, the time 11:40 p.m.**

Metro: Okay, Metro to 157.

157: Go ahead.

Metro: 157, I want you to go to Station 25, Metro 541.

Metro: Station 22, authority of 2202, take a standby at your station for an explosion at the Bayer Plant. Station 22, take a standby at your station, 2340.

**Thursday, August 28, 2008, the time 11:42 p.m.**

Metro: All stations and units on authority of Kanawha County Office of Emergency Services issuing a shelter in place for all areas west of the City of Charleston, repeating a shelter in place for all areas west of Charleston, includes the cities of South Charleston, Dunbar, Nitro, St. Albans. All stations and units a shelter in place, all areas west of the City of Charleston, 2343.

*Inaudible.*

**Thursday, August 28, 2008, the time 11:44 p.m.**

Tanker 194.

Metro to Tanker 194, you have traffic.

194: 194 is on the air.

Metro: 2344.

**Thursday, August 28, 2008, the time 11:45 p.m.**

*Inaudible.*

Engine 192.

\_\_\_\_\_ Station 24.

Metro: Copy, Station 24, 2345.

**Thursday, August 28, 2008, the time 11:47 p.m.**

6, Metro.

Metro: Last unit for Metro.

6: Do you have traffic for us?

Metro: Negative.

*Inaudible.*

Thursday, August 28, 2008, the time 11:48 p.m.

239, out of 32.

Metro: 2348.

Thursday, August 28, 2008, the time 11:49 p.m.

319.

Metro: 319.

319: We're clear out here. He's going to law enforcement. \* \* \* (*domestic call*)

Metro: 10/4, 2349. Go to Station 32.

319: Okay. Is that per EMS Command or what's going on?

Metro: No, that's per me. Better yet, you can get to Station 30 if you go over the Mountain, correct?

319: Yeah, but we can just go back up MacCorkle the way we came in down through here. That's why I was inquiring. We're going to go east of the incident.

Metro: Alright. Well, it's - St. Albans is our area. I'd rather you go back over the mountain and come back towards Station 30.

Go ahead, 504, I can barely hear you.

Metro, this is EMS Command.

Metro: Go ahead, Command.

EMS: I don't, but if you've been told or not. One, can you pick up the phone and find out for us to talk to someone, and the second thing is 60 and 25 is the only roads they've got shut down, the interstate is open.

Metro: Okay. 10/4.

511, 319.

319: 319, go ahead.

511: 504 was saying something to us and we couldn't copy what he was saying for the stage. Were you there near him?

319: Standby a minute, Jeff, he'll call you. He'll call you back. He's on the phone with Metro.

**Thursday, August 28, 2008, the time 11:50 p.m.**

2009.

*Inaudible.*

Metro: Metro, copy, 2009 in service, clearing the scene, 2350.

You have a full crew here at the station, do you need the cascade unit down there?

*Inaudible.*

**Thursday, August 28, 2008, the time 11:51 p.m.**

\_\_\_\_\_ cascade unit if you need it.

*Inaudible.*

You have roughly about ten people out here. \_\_\_\_\_ Can't get a head count.

How many trucks you got?

\_\_\_\_\_ Channel 2.

Go ahead.

Lt. Crawford \_\_\_\_\_ sign up that they have from the County.

**Thursday, August 28, 2008, the time 11:52 p.m.**

Affirmative.

**Thursday, August 28, 2008, the time 11:54 p.m.**

Metro, KC1.

Metro: KC1.

KC1: Change my location to Shawnee Park.

Metro: Copy, KC1 to Shawnee Park, 2354.

Metro, 157.

Metro: 157, go ahead.

157: We're in area 25.

Metro: 10/4, 2355.

**Thursday, August 28, 2008, the time 11:56 p.m.**

511, KC1.

511: KC1 is coming in, go ahead.

KC1: Your location?

511: We're at Shawnee Park.

KC1: Okay, watch for me I'll try to get set up somewhere you are.

511: Okay. Go in the main entrance and go to the right.

KC1 come down to the main entrance and circle behind 329.

**Thursday, August 28, 2008, the time 11:57 p.m.**

KC1 to EMS Command.

I got it taken.

**Thursday, August 28, 2008, the time 11:58 p.m.**

**Metro:** All Units update road closures, I-64 East and West bound, I-64, East and West bound shut down from Nitro to Dunbar, Route 25 shut down from Dunbar to the Putnam County line; Route 60 shut down from Charleston to the Putnam County line; there's a shelter in place for all areas west of the City limits of Charleston, including South Charleston, Dunbar, Nitro, and St. Albans; repeating a shelter in place for all areas west of Charleston on authority of the Kanawha County Office of Emergency Services, 2358.

**Thursday, August 29, 2008, the time 12:02 a.m.**

**Standby for an update, we have a Plant representative with us now.**



## Bayer Explosion - Nitro Fire

Time	Caller	Transcript
		Received a loud explosion down here around in the ...street 80 area. Do you have anything for us?
	Metro	Metro back to station 80 be advised we got a report of an explosion at the Bayer plant we. are still trying to get further. 58 to 312 I don't know if you have a visual of it or not, but 58 you can see it real good from the....inaudible 312 inaudible 58 Metro advises us that it's the Bayer plant over there. Station 80 take a standby on your station reference to an explosion in area 24 institute. Take a standby referencing an explosion at Bayer Crop Confirm its just propane no chemicals involved. Sir, I am not showing any information either way or the other. I will advise you as soon as I know something. Station 31 line down [REDACTED] Lady advising a pole is down beside her house. Its going to be leaning against the tree. Both the pole and the line are smoking. Power is still running through the residents. ....across from the plant they do have a major....across from the river a large glow. Looking through with binoculars I can't tell any further information other than flames shooting 301 40-50ft in the air. Copy flames shooting from the plant. Advise an orange glow also. 312 What at on [REDACTED] that would be [REDACTED] I know you are extremely busy but we have a cloud of some type that is dark, its moving more towards Nitro can you please try and get some information so you can tell us what 301 it is? Copy cloud is moving towards Nitro. I will try and figure out something. The command on scene hadn't said anything about the cloud but we are still trying to get some information on it. you can see the cloud with the fire right above it for 3 or 4 301 miles Metro still trying to figure something out on it. If we don't hear something within 5 or 6 minutes we are 301 going to do a shelter in place in the St. Albans area.
10:43 PM	Metro	
	????	
	Metro	
	Metro	
	Metro	
	Metro	
	Metro	
	Metro	
	Metro	
10:57 PM (?)	Metro	
	Metro	
	Metro	
11:00 PM		

Metro

Okay sir

301 inaudible

????

All station 31 members report to station for standby  
\*\*\*\*\* (OTHER FIRE CALL) \*\*\*\*\*

Reference to rather or not to put a shelter in place. Chief 24  
advised the County Fire Dispatch as of right now they are  
putting a shelter in place. I am not able to advise further. I  
will let you know as soon as I get an update.

Metro

Okay, that would be understandable for area 24 because the  
wind is moving towards the West, towards our city, away

301 from Institute.

11:07 PM Metro

Okay

???

inaudible

???

No, not until I know what it is.

## Calls from Bayer Crop Science to Metro 911 and 911 to Bayer Crop Science Incident of August 28, 2008

### Metro Contacting Bayer Crop Plant at 2239 hrs August 28, 2008

Metro: Dialing (quick dial) Bayer Crop Science and phone rings (7) times, during duration, dispatcher Paul Dryden asks, .....anybody called from the plant yet ? Yes, J-Rod I just hung with him what ya need? (background) ...that's all I need [inaudible]...

Bayer Crop Science: Main gate Steve...

Metro: Hey, this is Metro 9-1-1 um, what do we have? Do you know?

Bayer Crop Science: Uh, well I haven't got in...structions to uh as to what to tell everybody yet...

Metro: Okay...

Bayer Crop Science: ...but uh, uh we just have an emergency alarm in progress right now.

Metro: Okay, do you know what area....

Bayer Crop Science: And we'll, we'll contact ya when as soon as I get the information to...

Metro: Okay I...

Bayer Crop Science: ...give ya I'll contact ya...

Metro: ...I've got County Emergency Services Director trying to find something out is there..... Do you know what area of the plant or anything?

Bayer Crop Science: Well I can't give out any information, like I say, we'll contact you with the, with the proper information.

Metro: Okay, what is your name?

Bayer Crop Science: Uh, Steve Brick, uh guard at the main gate.

Metro: Okay...alright

Bayer Crop Science: Okay...

<<DISCONNECTED LINE>

**Metro Contacting Bayer Crop Plant at 2242 hrs August 28, 2008**

Metro: Dialing (quick dial) Bayer Crop Science and phone rings (7) times, during duration, dispatcher Strader makes the following announcement, Metro all Nitro units be advised, Sheriff's Department is closing Rte 25 on the eastern end of Institute at this time, near the plant.

Bayer Crop Science: (Can hear someone picking up phone and dialing what appears the numbers for 9-1-1).

Metro: Hello?

Bayer Crop Science: 9-1-1?

Metro: Yeah.

Bayer Crop Science: Yes this is uh, Steve at the main gate..

Metro: Ok..

Bayer Crop Science: We need a ambulance, uh...uh immediately..

Metro: Ok..

Bayer Crop Science: For a burn....uh we have uh...

Metro: A burn patient?

Bayer Crop Science: Burn patient, yes.

Metro: Ok. Where at in the plant?

Bayer Crop Science: At the main, the...

Metro: Main Gate?

Bayer Crop Science: Come to the main gate.

Metro: What happened do you know?

Bayer Crop Science: And uh, well I can't give out any information until I get uh, my information...

Metro: Ok

Bayer Crop Science: Ok..

Metro: In background, Metro advises, "Hey Matt send the medics into the main gate they got a burn patient".

Bayer Crop Science: (Interupting) we'll, we'll notify you...

Metro: Ok. (talking to EMS dispatcher) main gate of the plant they have a burn patient.

Metro: Ok.

Bayer Crop Science: We'll contact you when we have further information.

Metro: Alright.

**<<DISCONNECTED LINE>**

**Call Received: 2315 hrs August 28, 2008**

Metro: 911?

Bayer Crop Science: Yes. This is a Steve Bereck at main gate at the Bayer Crop Science?

Metro: Ok. Hold on just one second. (covers phone) Paul! I got the main gate Bayer Crop. (Inaudible radio and phone)

Metro: This is Paul can I help you?

Bayer Crop Science: Yeah, I've been trying to get a hold of you but all the lines is just (inaudible)

Metro: Yeah Yeah

Bayer Crop Science: What it is we, we have an emergency at uh Bayer Crop Science plant, and the only information I can give you is that will need and uh, you might want to uh alert the community, I've, uh, my supervisor informed me to tell you to uh alert the community that there is an emergency uh in the plant right now.

Metro: Uhm mm

Bayer Crop Science: And uh, and what is your name sir?

Metro: Uhh, Paul

Bayer Crop Science: Paul?

Metro: Yes

Bayer Crop Science: Ok...so that's that's what it amounts to, just alert the community that there's emergency in the uh Bayer Crop Science plant, and we will uh, keep you informed.

Metro: Ok, just real quick, uh we had reports that was in the Larvin unit, are you able to confirm or deny that?

Bayer Crop Science: Pause..No that's all. I'm I'm only allowed to tell you that we have an emergency in the plant.

Metro: Ok and who was it that told you to tell us that? I'm sorry.

Bayer Crop Science: The uh, my uh the shift leader, uh, shift leader, uh, Mike Cox.

Metro: Mike Cox? Ok.

Bayer Crop Science: uh..

Metro: Alright then.

Bayer Crop Science: Ok.

Metro: Ugh hungh.

**<<DISCONNECTED LINE>>**

**Call Received: 2334 hrs August 28, 2008**

Metro: 911 What's your emergency?

Bayer Crop Science: Yes, this is Bayer Crop Science. This is Steve at the main gate at Bayer Crop Science, we just wanted to give you an update on uh we are still in emergency condition at the Bayer Crop Science plant, and uh, my instructions are to tell you keep the community alerted, uh, we're responding to our emergency.

Metro: Ok sir, can you hold on just a second for me?

Bayer Crop Science: Sure.

Metro: Thank you.

**<<PHONE PLACED ON HOLD TO GET SUPERVISOR>>**

**Call Picked up by Supervisor in Metro: 2235 hrs August 28, 2008**

Metro: This is Paul the Supervisor can I help you?

Bayer Crop Science: Paul? Yes Paul, this is Steve at the Bayer Crop Science plant?

Metro: Yes.

Bayer Crop Science: Uh, I just give you an update, we're, we're, still in the emergency condition in the plant.

Metro: Ok.

Bayer Crop Science: We just wanted to inform you to, just uh, keep the community on the alert, uh, uh, and that's uh, and that's it right now.

Metro: Ok

Bayer Crop Science: We're responding to our emergency.

Metro: Alright, our Emergency Services Director and, uh, EOC personnel is putting the uh community shelter in place from Charleston to, actually South Charleston uh Dunbar, Nitro, St. Albans areas. They are going to go ahead and shelter in place those areas.

Bayer Crop Science: Ok. Well Ok, that's yeah like I say, that's that'll be you know, that's not my call....

Metro: Right...

Bayer Crop Science: I'm just instructing you that we're handling our emergency.

Metro: Ok.

Bayer Crop Science: That's all I can tell you, Ok?

Metro: Ok. Now I put in a request just a little bit ago, uh, Dale Petry, our Emergency Services Director is wanting somebody from the plant to report to our EOC.

Bayer Crop Science: Ok.

Metro: Uhm, and also, let me give you a number for our EOC...when your ready for it.

Bayer Crop Science: Ok, go ahead..

Metro: 746-8828.

Bayer Crop Science: 8828.

Metro: Yes...

Bayer Crop Science: Ok uuh. Our spokesman is Tom Dover, but I don't know when he can talk to you.

Metro: Ok.

Bayer Crop Science: Ok. But that's the number, 8828.

Metro: Yeah..that's our...

Bayer Crop Science: (inaudible) That's your EOC?

Metro: Yeap..that is our EOC.

Bayer Crop Science: Ok. Thank-you Paul.

Metro: Agh hungh, Thank-you.

Bayer Crop Science: Ok.

**<<DISCONNECTED LINE>>**

**Call Received 0006 hrs August 29, 2008**

Metro: 911, what's your emergency?

Bayer Crop Science: Yes, this is Steve Bereck at the main gate at the Bayer Crop Science plant?

Metro: Yes sir.

Bayer Crop Science: And we just wanted to give you an update that we're still in, uh, our emergency response condition...

Metro: Uhm mmm...

Bayer Crop Science: And we're still responding to our emergency...



Metro: Uhm mmm...

Bayer Crop Science: And that, a , you know, we will keep you up to dated...who am I talking to?

Metro: This is Shawna...operator 750.

Bayer Crop Science: Shawna? (pause) Ok, uh, that's the conditions Shawna....

Metro: Ok..

Bayer Crop Science: And, uh...Oh, and another thing, there was a Mike Curry on the way to Metro to, uh, t—t—help you a...

Metro: Ok..

Bayer Crop Science: Be aware of the situation.

Metro: Alright, and your name?

Bayer Crop Science: Stephen Bereck.

Metro: Stephen Bereck...ok

Bayer Crop Science: Ok thank-you..

Metro: Ugh hugh, bye-bye...

**<<DISCONNECTED LINE>>**

**Call Received 0040 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Yeah, uh this is Steve Bereck at Bayer Crop Science...

Metro: Yes sir..

Bayer Crop Science: We just wanted to uh, give you an update..

Metro: Ok

Bayer Crop Science: And uh, whom am I talking to please?

Metro: This is Shawna..

Bayer Crop Science: Shawna, ok, uh Shawna we're uh still in, our uh, emergency response condition and uh, that's uh, but we just wanted to tell you...

Metro: Ok

Bayer Crop Science: Ok...

Metro: Alright, Thanks bye bye..

Bayer Crop Science: Thank-you.

**<<DISCONNECTED LINE>>**

**Call Received 0112 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Yes. This is Steve Bereck at the Bayer Crop Science main gate..

Metro: ugh hungh...

Bayer Crop Science: We just wanted to give you an update, that, uh, our resp...our response team is at our responding to our emergency....

Metro: uhmm mmm...

Bayer Crop Science: And that we will continue to keep you updated...

Metro: Ok...

Bayer Crop Science: With any further development...

Metro: Ok..so you are still in emergency response conditions..

Bayer Crop Science: Yes

Metro: Ok.

Bayer Crop Science: Uh, whom I speaking to?

Metro: This is Shawna again.. (laughs)

Bayer Crop Science: Shawna again??? Ok Shawna...

Metro: Yeah...

Metro::Ok...so you're still in emergency response conditions...

Bayer Crop Science: Yes maam..

Metro: Your uh, your crew is responding....

Bayer Crop Science: Yes..

Metro: Ok..

Bayer Crop Science: Ok Thank you..

Metro: Ugh hungh...bye bye....

**<<DISCONNECTED LINE>>**

**Call Received 0143 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Uh, yes this is Steve Bereck, Bayer Crop Science, we just wanted to keep you informed that our emergency team is uh, still responding to our emergency..

Metro: Ok...

Bayer Crop Science: And we will continue to keep you updated.

Metro: Ok....

Bayer Crop Science: Thank you.

Metro: Alright.

Bayer Crop Science: And who am I speaking to?

Metro: 746.

Bayer Crop Science: 746. alright thank you.

Metro: Alright, ugh hungh.

**<<DISCONNECTED LINE>>**

**Call Received 0301 hrs August 29, 2008**

Metro: 911 what is your emergency?

Bayer Crop Science: Yes, this is Steve at Bayer Crop Science..

Metro: Hey Steve.

Bayer Crop Science: Ok. We just wanted to give you an update, we're (pause) our response team has things under control, but we are still in an alarm state.

Metro: Ok.

Bayer Crop Science: Ok...uh, whom am I talking to? Shawna?

Metro: No, this is operater (pause) this is Matt.

Bayer Crop Science: Matt?

Metro: Yeah.

Bayer Crop Science: Ok Matt...Thank-ya

Metro: Thanks man...bye

**<<DISCONNECTED LINE>>**

**Call Received 0333 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Uh, yeah, this is Steve Bereck at Bayer Crop Science.

Metro: Ok. So there is still an alarm going on?

Bayer Crop Science: Yes. Your control number is 742?

Metro: My operator number is 759.

Bayer Crop Science: 759...(pause) Ok sir..

Metro: Ok...and you say that uh...what team is on it?

Bayer Crop Science: Yeah, uh our uh (pause) we still have an alarm and our emergency squad is on the scene and we will keep you updated.

Metro: Ok..I'll let em' know..

Bayer Crop Science: Ok..Thank you..

Metro: ugh humm.

**<<DISCONNECTED LINE>>**

**Call Received 0550 hrs August 29, 2008**

Metro: Metro.

Bayer Crop Science: Uh, this is Barbara with Bayer Crop Science...

Metro: Yes maam.

Bayer Crop Science: I just wanted to give you an update. We have an all clear except for the Larvin unit and as soon as I know more, I will call you back...and what's your name?

Metro: Jarred.

Bayer Crop Science: Jarred? J-E-R-R....(spelling name)

Metro: J-A-R-R-E-D. (spelling name)

Bayer Crop Science: Boy I was way off wasn't I ...J-A-R-R-E-D...

Metro: All clear except for the Larvin unit?

Bayer Crop Science: Except for the Larvin unit.

Metro: Ok...

Bayer Crop Science: Thank-you so much.

Metro: Ugh hugh, bye.

**<<DISCONNECTED LINE>>**

**\*\*\*Call Received 2239 hrs August 28, 2008**

Metro: (calling number and getting recording that says, I'm sorry, your call cannot be completed as dialed)

This was at the end of the calls that Dave had sent me. Not sure if this is Metro attempting to contact Bayer or not.

# KANAWHA COUNTY COMMISSION

Post Office Box 3627  
Charleston, West Virginia 25336



Telephone (304) 357-0101  
Fax (304) 357-0788  
www.kanawha.us

Henry C. Shores  
Commissioner

W. Kent Carper  
Commissioner

David J. "Dave" Hardy  
Commissioner

September 4, 2008

Via Facsimile [REDACTED]  
and Regular United States Mail

Nick Crosby, Plant Manager  
Bayer CropScience  
[REDACTED]

South Charleston, WV 25303-1300

Re: Bayer CropScience Explosion of August 28, 2008

Dear Mr. Crosby:

I am writing you to express my great concern regarding Bayer CropScience's response to the explosion on August 28, 2008.

Enclosed is the transcript of all telephone calls between Metro 911 and your representative during this emergency. The transcripts clearly show Metro 911 repeatedly asked for information and was refused. The Emergency Plan, as well as government reporting requirements, call for your company to provide information to the community in a timely manner during such emergencies. This did not happen. In fact, no notification from Bayer included mention of the "Larvin Unit" until the all-clear the next morning. This was a complete abdication of Bayer's responsibility to your neighbors and our first responders, who were sent uninformed to an explosion because no one was "allowed" to inform us.

Kanawha County Emergency Officials were given no information during this critical time to make proper decisions to ensure the safety of its citizens.

I urge you to review these transcripts and know that I am deeply concerned by Bayer's lack of response during this event.

Sincerely,

A handwritten signature in black ink, appearing to read "W. Kent Carper", is written over a horizontal line. Below the signature, the name and title are printed.

W. Kent Carper  
President

WKC/krm  
Enclosure

cc: Henry C. Shores, Commissioner  
Dave Hardy, Commissioner  
Jennifer Sayre, Deputy County Manager/Grant Director  
Dale Petry, Kanawha County Emergency Services Director  
Grant Gunnoe, Charleston Emergency Services Director  
Dave Armstrong, Planning Director  
Carolyn Charnock, Director, Metro 911



**Calls from Bayer Crop Science to Metro 911 and 911 to Bayer  
Crop Science Incident of August 28, 2008**

**Metro Contacting Bayer Crop Plant at 2239 hrs August 28, 2008**

Metro: Dialing (quick dial) Bayer Crop Science and phone rings (7) times, during duration, dispatcher Paul Dryden asks, .....anybody called from the plant yet? Yes, J-Rod I just hung with him what ya need? (background) ...that's all I need [inaudible]...

Bayer Crop Science: Main gate Steve...

Metro: Hey, this is Metro 9-1-1 um, what do we have? Do you know?

Bayer Crop Science: Uh, well I haven't got in...structions to uh as to what to tell everybody yet...

Metro: Okay...

Bayer Crop Science: ...but uh, uh we just have an emergency alarm in progress right now.

Metro: Okay, do you know what area....

Bayer Crop Science: And we'll, we'll contact ya when as soon as I get the information to...

Metro: Okay I...

Bayer Crop Science: ...give ya I'll contact ya...

Metro: ...I've got County Emergency Services Director trying to find something out is there..... Do you know what area of the plant or anything?

Bayer Crop Science: Well I can't give out any information, like I say, we'll contact you with the, with the proper information.

Metro: Okay, what is your name?

Bayer Crop Science: Uh, Steve Brick, uh guard at the main gate.

Metro: Okay...alright

Bayer Crop Science: Okay...

**<<DISCONNECTED LINE>**



**Metro Contacting Bayer Crop Plant at 2242 hrs August 28, 2008**

Metro: Dialing (quick dial) Bayer Crop Science and phone rings (7) times, during duration, dispatcher Strader makes the following announcement, Metro all Nitro units be advised, Sheriff's Department is closing Rte 25 on the eastern end of Institute at this time, near the plant.

Bayer Crop Science: (Can hear someone picking up phone and dialing what appears the numbers for 9-1-1).

Metro: Hello?

Bayer Crop Science: 9-1-1?

Metro: Yeah.

Bayer Crop Science: Yes this is uh, Steve at the main gate..

Metro: Ok..

Bayer Crop Science: We need a ambulance, uh...uh immediately..

Metro: Ok..

Bayer Crop Science: For a burn...uh we have uh...

Metro: A burn patient?

Bayer Crop Science: Burn patient, yes.

Metro: Ok. Where at in the plant?

Bayer Crop Science: At the main, the...

Metro: Main Gate?

Bayer Crop Science: Come to the main gate.

Metro: What happened do you know?

Bayer Crop Science: And uh, well I can't give out any information until I get uh, my information...

Metro: Ok

Bayer Crop Science: Ok..

Metro: In background, Metro advises, "Hey Matt send the medics into the main gate they got a burn patient".

Bayer Crop Science: (Interrupting) we'll, we'll notify you...

Metro: Ok. (talking to EMS dispatcher) main gate of the plant they have a burn patient.

Metro: Ok.

Bayer Crop Science: We'll contact you when we have further information.

Metro: Alright.

**<<DISCONNECTED LINE>**

**Call Received: 2315 hrs August 28, 2008**

Metro: 911?

Bayer Crop Science: Yes. This is a Steve Bereck at main gate at the Bayer Crop Science?

Metro: Ok. Hold on just one second. (covers phone) Paul! I got the main gate Bayer Crop. (Inaudible radio and phone)

Metro: This is Paul can I help you?

Bayer Crop Science: Yeah, I've been trying to get a hold of you but all the lines is just (inaudible)

Metro: Yeah Yeah

Bayer Crop Science: What it is we, we have an emergency at uh Bayer Crop Science plant, and the only information I can give you is that will need and uh, you might want to uh alert the community, I've, uh, my supervisor informed me to tell you to uh alert the community that there is an emergency uh in the plant right now.

Metro: Uhm mm

Bayer Crop Science: And uh, and what is your name sir?

Metro: Uhh, Paul

Bayer Crop Science: Paul?

Metro: Yes

Bayer Crop Science: Ok...so that's that's what it amounts to, just alert the community that there's emergency in the uh Bayer Crop Science plant, and we will uh, keep you informed.

Metro: Ok, just real quick, uh we had reports that was in the Larvin unit, are you able to confirm or deny that?

Bayer Crop Science: Pause..No that's all. I'm I'm only allowed to tell you that we have an emergency in the plant.

Metro: Ok and who was it that told you to tell us that? I'm sorry.

Bayer Crop Science: The uh, my uh the shift leader, uh, shift leader, uh, Mike Cox.

Metro: Mike Cox? Ok.

Bayer Crop Science: uh..

Metro: Alright then.

Bayer Crop Science: Ok.

Metro: Ugh hungh.

**<<DISCONNECTED LINE>>**

**Call Received: 2334 hrs August 28, 2008**

Metro: 911 What's your emergency?

Bayer Crop Science: Yes, this is Bayer Crop Science. This is Steve at the main gate at Bayer Crop Science, we just wanted to give you an update on uh we are still in emergency condition at the Bayer Crop Science plant, and uh, my instructions are to tell you keep the community alerted, uh, we're responding to our emergency.

Metro: Ok sir, can you hold on just a second for me?

Bayer Crop Science: Sure.

Metro: Thank you.

**<<PHONE PLACED ON HOLD TO GET SUPERVISOR>>**

**Call Picked up by Supervisor in Metro: 2235 hrs August 28, 2008**

Metro: This is Paul the Supervisor can I help you?

Bayer Crop Science: Paul? Yes Paul, this is Steve at the Bayer Crop Science plant?

Metro: Yes.

Bayer Crop Science: Uh, I just give you an update, we're, we're, still in the emergency condition in the plant.

Metro: Ok.

Bayer Crop Science: We just wanted to inform you to, just uh, keep the community on the alert, uh, uh, and that's uh, and that's it right now.

Metro: Ok

Bayer Crop Science: We're responding to our emergency.

Metro: Alright, our Emergency Services Director and, uh, EOC personnel is putting the uh community shelter in place from Charleston to, actually South Charleston uh Dunbar, Nitro, St. Albans areas. They are going to go ahead and shelter in place those areas.

Bayer Crop Science: Ok. Well Ok, that's yeah like I say, that's that'll be you know, that's not my call....

Metro: Right...

Bayer Crop Science: I'm just instructing you that we're handling our emergency.

Metro: Ok.

Bayer Crop Science: That's all I can tell you, Ok?

Metro: Ok. Now I put in a request just a little bit ago, uh, Dale Petry, our Emergency Services Director is wanting somebody from the plant to report to our EOC.

Bayer Crop Science: Ok.

Metro: Uhm, and also, let me give you a number for our EOC... when your ready for it.

Bayer Crop Science: Ok, go ahead..

Metro: 746-8828.

Bayer Crop Science: 8828.

Metro: Yes...

Bayer Crop Science: Ok uuh. Our spokesman is Tom Dover, but I don't know when he can talk to you.

Metro: Ok.

Bayer Crop Science: Ok. But that's the number, 8828.

Metro: Yeah..that's our...

Bayer Crop Science: (inaudible) That's your EOC?

Metro: Yeap..that is our EOC.

Bayer Crop Science: Ok. Thank-you Paul.

Metro: Agh hungh, Thank-you.

Bayer Crop Science: Ok.

<<DISCONNECTED LINE>>

**Call Received 0006 hrs August 29, 2008**

Metro: 911, what's your emergency?

Bayer Crop Science: Yes, this is Steve Bereck at the main gate at the Bayer Crop Science plant?

Metro: Yes sir.

Bayer Crop Science: And we just wanted to give you an update that we're still in, uh, our emergency response condition...

Metro: Uhm mmm...

Bayer Crop Science: And we're still responding to our emergency...

Metro: Uhm mmm...

Bayer Crop Science: And that, a , you know, we will keep you up to dated...who am I talking to?

Metro: This is Shawna...operator 750.

Bayer Crop Science: Shawna? (pause) Ok, uh, that's the conditions Shawna...

Metro: Ok..

Bayer Crop Science: And, uh...Oh, and another thing, there was a Mike Curry on the way to Metro to, uh, t--t--help you a...

Metro: Ok..

Bayer Crop Science: Be aware of the situation.

Metro: Alright, and your name?

Bayer Crop Science: Stephen Bereck.

Metro: Stephen Bereck...ok

Bayer Crop Science: Ok thank-you..

Metro: Ugh hugh, bye-bye...

**<<DISCONNECTED LINE>>**

**Call Received 0040 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Yeah, uh this is Steve Bereck at Bayer Crop Science...

Metro: Yes sir..

Bayer Crop Science: We just wanted to uh, give you an update..

Metro: Ok

Bayer Crop Science: And uh, whom am I talking to please?

Metro: This is Shawna..

Bayer Crop Science: Shawna, ok, uh Shawna we're uh still in, our uh, emergency response condition and uh, that's uh, but we just wanted to tell you...

Metro: Ok

Bayer Crop Science: Ok...

Metro: Alright, Thanks bye bye..

Bayer Crop Science: Thank-you.

**<<DISCONNECTED LINE>>**

**Call Received 0112 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Yes. This is Steve Bereck at the Bayer Crop Science main gate..

Metro: ugh hungh...

Bayer Crop Science: We just wanted to give you an update, that, uh, our resp...our response team is at our responding to our emergency....

Metro: uhmm mmm...

Bayer Crop Science: And that we will continue to keep you updated...

Metro: Ok...

Bayer Crop Science: With any further development...

Metro: Ok..so you are still in emergency response conditions..

Bayer Crop Science: Yes

Metro: Ok.

Bayer Crop Science: Uh, whom I speaking to?

Metro: This is Shawna again.. (laughs)

Bayer Crop Science: Shawna again??? Ok Shawna...

Metro: Yeah...

Metro: Ok...so you're still in emergency response conditions...

Bayer Crop Science: Yes maam..

Metro: Your uh, your crew is responding....

Bayer Crop Science: Yes..

Metro: Ok..

Bayer Crop Science: Ok Thank you..

Metro: Ugh hungh...bye bye....

**<<DISCONNECTED LINE>>**

**Call Received 0143 hrs August 29, 2008**

Metro: 911 what's your emergency?

Bayer Crop Science: Uh, yes this is Steve Bereck, Bayer Crop Science, we just wanted to keep you informed that our emergency team is uh, still responding to our emergency..

Metro: Ok...

Bayer Crop Science: And we will continue to keep you updated.

Metro: Ok....

Bayer Crop Science: Thank you.

Metro: Alright.

Bayer Crop Science: And who am I speaking to?

Metro: 746.

Bayer Crop Science: 746. alright thank you.

Metro: Alright, ugh hungh.



<<DISCONNECTED LINE>>

Call Received 0301 hrs August 29, 2008

Metro: 911 what is your emergency?

Bayer Crop Science: Yes, this is Steve at Bayer Crop Science..

Metro: Hey Steve.

Bayer Crop Science: Ok. We just wanted to give you an update, we're (pause) our response team has things under control, but we are still in an alarm state.

Metro: Ok.

Bayer Crop Science: Ok...uh, whom am I talking to? Shawna?

Metro: No, this is operator (pause) this is Matt.

Bayer Crop Science: Matt?

Metro: Yeah.

Bayer Crop Science: Ok Matt... Thank-ya

Metro: Thanks man...bye

<<DISCONNECTED LINE>>

Call Received 0333 hrs August 29, 2008

Metro: 911 what's your emergency?

Bayer Crop Science: Uh, yeah, this is Steve Bereck at Bayer Crop Science.

Metro: Ok. So there is still an alarm going on?

Bayer Crop Science: Yes. Your control number is 742?

Metro: My operator number is 759.

Bayer Crop Science: 759...(pause) Ok sir..

Metro: Ok...and you say that uh...what team is on it?

Bayer Crop Science: Yeah, uh our uh (pause) we still have an alarm and our emergency squad is on the scene and we will keep you updated.

Metro: Ok..I'll let em' know..

Bayer Crop Science: Ok..Thank you..

Metro: ugh humm.

**<<DISCONNECTED LINE>>**

**Call Received 0550 hrs August 29, 2008**

Metro: Metro.

Bayer Crop Science: Uh, this is Barbara with Bayer Crop Science...

Metro: Yes maam.

Bayer Crop Science: I just wanted to give you an update. We have an all clear except for the Larvin unit and as soon as I know more, I will call you back...and what's your name?

Metro: Jarred.

Bayer Crop Science: Jarred? J-E-R-R....(spelling name)

Metro: J-A-R-R-E-D. (spelling name)

Bayer Crop Science: Boy I was way off wasn't I ...J-A-R-R-E-D...

Metro: All clear except for the Larvin unit?

Bayer Crop Science: Except for the Larvin unit.

Metro: Ok...

Bayer Crop Science: Thank-you so much.

Metro: Ugh hugh, bye.

**<<DISCONNECTED LINE>>**

**\*\*\*Call Received 2239 hrs August 28, 2008**

Metro: (calling number and getting recording that says, I'm sorry, your call cannot be completed as dialed)

This was at the end of the calls that Dave had sent me. Not sure if this is Metro attempting to contact Bayer or not.

**WEST VIRGINIA STATE UNIVERSITY**

Office of the President  
P.O. Box 399  
Institute, West Virginia 25112  
Fax: [REDACTED]  
E-mail: carter@wv.edu



**January 9, 2008**

**Mr. Nick Crosby, Plant Manager  
Bayer CropScience  
Building [REDACTED]  
P.O. Box [REDACTED]  
Institute, WV 25112**

**Dear Mr. Crosby:**

I am writing in regard to the recent incident at the Bayer Plant and to express my concern for the lack of timely, direct notification to the University and this community. On Friday, December 28, 2007, the citizens of the surrounding community of Institute, West Dunbar, and Pinewood Park learned through radio and television broadcasts that there had been a chemical incident at the neighboring Bayer Plant in Institute. The news reports indicated that although there was concern through neighboring communities due to a very noxious odor, there was no need to shelter-in-place.

After belatedly learning of the incident, West Virginia State University officials initiated contact with the Bayer Plant to confirm that an incident had occurred. At the University's request, Bayer security staff sent a radio to our Work Control Center. This effort to facilitate communication was appreciated, although approximately twelve hours had passed and the University initiated contact with the Plant.

It was later learned that the dedicated telephone communication line installed by the Plant some years ago as one of several means to facilitate notification had not performed as designed. The telephone was out of service.

The primary purpose of this correspondence is to express the concerns of both the West Virginia State University administration and the citizens of the local community about the lack of effective communication in regard to the December 26th chemical leak. The safety of thousands of students, as well as faculty, staff, visitors and residents in the communities of Institute and Dunbar, continues to be a matter of great concern to me.

I strongly emphasize to you that we who live, work, and study in the local community expect that a sincere effort will be made by the Bayer Plant personnel to inform their neighbors in a timely manner when Plant incidents outside the norm occur. The notification should describe the event, explain its hazardous or non-hazardous nature, and outline any precautions that need to be taken. We expect such communication to take place early in the event. A follow-up release of information at the close of the incident would also be appropriate.

I am confident that, as Plant Manager, you have the same regard as I for the well-being of the students, faculty, and staff of West Virginia State University and the West Virginia State Community and Technical College, as well as the citizens who live in our community. I trust that addressing the communication lapse of the past month will be a top priority for Plant management.

Sincerely,



Haso W. Carter, Jr.  
President

cc: Dr. Ron Barley, Interim President, WVSCIC  
Executive Council, WVSU  
Mr. Tom Dorser, Mgr. Tenant Services/Public Affairs, Bayer CropScience  
Dr. Jerry Levine, Chair, WVSU Faculty Senate  
Mrs. Millie Booker, Chair, WVSU Classified Staff Council  
Mr. Austin Moore, President, WVSU SGA  
Attorney W. Kent Carper, Chair, Kanawha County Commission  
Mr. Roger Wolfe, Mayor, Dunbar  
Mr. Walter Greenhowe, Chair, Sub-Area Planning Commission

**WEST VIRGINIA STATE UNIVERSITY**

Office of the President  
P.O. Box 368  
Martinsburg, West Virginia 25112  
Email: [REDACTED]  
Fax: [REDACTED]



Mr. Nick Crosby, Plant Manager  
Bayer Crop Science  
Building [REDACTED]  
P.O. Box [REDACTED]  
Institute, WV 25112

August 29, 2008

Dear Mr. Crosby:

Following the incident on the evening of August 28, the purpose of this correspondence is to express concern for the safety and well-being of students and employees of West Virginia State University, West Virginia State Community and Technical College, my family, and citizens in the local community. At the time of explosion at the Bayer plant, there were approximately 500 persons on our campus. Thousands of "State" students, faculty, staff, and alumni live in the Greater Kanawha Valley.

Your commitment to repair the emergency telephone at our 24-hour Work Control Center was greatly appreciated. Shortly after the blast, we initiated a direct call to your communications personnel and they responded as they gathered information. The emergency phone facilitated communication between our two organizations.

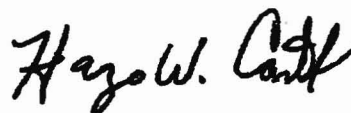
Still, there are concerns. While the personnel at the Bayer facility were dealing directly with the situation, the University staff was dealing with the residual effect of the emergency. The decisions we make regarding the safety of our students are influenced by the information that is provided. Following the August 28<sup>th</sup> incident, I do not believe that enough accurate information was given in a timely manner. This

**lapse in communication led to speculation by the media and others which in turn led to inaccurate information being spread formally by the media and informally by word-of-mouth. The actions that the campus and the community need take for safety, whether it be shelter-in-place or evacuation, should be based on complete and accurate information.**

**It is my understanding that a thorough investigation is being conducted to determine the causes of last night's explosion that impacted the WVSU campus and several communities in the Kanawha Valley. I am requesting that a copy of the investigation report be submitted to me as soon as it is completed.**

**Your immediate attention to this request will be greatly appreciated.**

**Sincerely,**



**Hazo W. Carter, Jr. Ed.D.  
President**

- c Mr. Eric Coleman, Chair, WVSU Board of Governors**
- Dr. Joseph L. Badgley, President, WVSCIC**
- Executive Council, WVSU**
- Dr. Tom Guetzloff, Chair, WVSU Faculty Senate**
- Mrs. Millie Booker, Chair, WVSU Classified Staff Council**
- Mr. Nadir Mirza, President, WVSU SGA**
- Attorney W. Kent Carper, Chair, Kanawha County Commission**
- Mr. Roger Wolfe, Mayor, Dunbar**
- Mr. Walter Greenhowe, Chair, Sub-Area Planning Commission**
- Mr. Tom Dover, Manager Tenant Services/Public Affairs, Bayer Crop Science**

Methomyl Incident at BCS Institute, WV  
on 2008-08-28  
Update 2008-08-31



## Known additional Information

- MIC was not directly involved in the explosion and no levels of MIC were detected on or off the Site.
- The Methomyl Unit was in the process of starting up. The old CS Residue Treater has been replaced by an identical new SS one during the last shut-down, being used the first time (previous one was corroded).
- The Methomyl Unit has been equipped with a newly installed, thoroughly tested Siemens PCS 7 Process Control & Safety System, being used the first time.
- The incident in the Methomyl Unit in 1993 occurred in the Chlorination step and therefore has no commonality with this incident.
- The Phosgene and MIC Production Units are not in proximity of the Methomyl Unit. There is an MIC Day-Transfer-Tank (approx. 20 t capacity) adjacent to the Methomyl Unit which serves the Methomyl Production as well as the Carbofuran Production. This Tank has additional impact protection installed which functioned as designed.

## Positive Points

- Emergency Response went very well – no significant complaints from the community and neighbours
- Local media response was difficult, but fair
- Media attention has been dropped already three days after the incident
- Governor of West Virginia, Joe Manchin III, was at the Site on Friday. He was not negative but supporting Bayer to stay in the Kanawha Valley
- All Site employees are highly committed to investigating the cause of the incident, to manage the aftermath activities, and to support the establishment of the remedial action plan for re-start and re-construction of the affected Units
- No subsequent incidents happened during the Methomyl and Thiodicarb Units were cleared from chemicals, the Larvin bins were water quenched to avoid decomposition and hence off-site odors, and also the MIC Day-Transfer Tank was emptied via the Carbofuran Unit, both latter activities as precautionary measure

Yesterday afternoon (Sept. 4) Ken Ward, citing information released by Commissioner Kent Carper, posted an article online to the Charleston Gazette web page indicating that "Bayer CropScience officials repeatedly refused to give local emergency responders details about last week's explosion and fire, according to recordings of phone calls between the company's Institute plant and Kanawha County's Metro 911 Center."

In response to the article, we released the following information to the media, so that they might be able to provide more balanced coverage:

### **Bayer CropScience Response to Metro 911 Allegations as Reported in the Charleston Gazette**

- We shared all available information with Metro 911 as that information became available over the course of the incident.
- The transcripts of the calls to Metro 911 which were released today represent only a portion of the communication between Bayer CropScience and emergency response officials during this event.
- A number of other contacts were made over the course of the event to the Office of Emergency Services, indicating the nature of the event and providing more details.
- Further, there were several county and state emergency services representatives present in the Emergency Operations Center (EOC) at the Bayer CropScience Institute site. These personnel had full access to all information pertaining to the incident.
- Also, when requested by Metro 911, we had two people from our site go to the mobile command center and had another liaison dispatched to the Metro 911 Operations Center on Corridor G.
- We fully support and count on the 911 system and, together with the media, we count on them to carry important messages to the public.
- We will continue to work with Metro 911 to improve our information flow. As part of this commitment, we will be actively participating with them in the critique next week.

---

**From:** "Ann S. Green" [REDACTED]  
**Sent:** Thursday, February 19, 2009 4:33 PM  
**To:** <nick.crosby> [REDACTED]  
**Cc:** "Mary A. Green" [REDACTED]  
**Subject:** Strategy for Institute

**Attachments:** Bayer Institute Community Relations Plan.doc

Hi Nick,

Mary told me she talked with you about the two of us discussing some ideas we have for improving relations with the Institute community. I assume you know I was asked to meet with Peg and Greg in RTP in December and subsequently asked to prepare my recommendations. In case you were not given those thoughts, I am attaching them. They would form the basis for our discussions.

Once you review the recommendations, please call me at [REDACTED] or let me know when a good time would be for us to converse. If you prefer to meet in person, I will be back in Charleston March 10-12.

I look forward to our discussions.

Thanks,

Ann Green

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Bayer Institute  
Community Rel...

**DRAFT 1 (12-29-08)**  
**Community Relations Strategy**  
**Bayer CropScience Institute Plant**

**Review of Primary Issues**

- The Institute Community was frightened by the August 28th explosion and subsequent failure to notify emergency responders and neighbors in a timely manner. Neighbors understand we may not be able to keep incidents from happening, but they want to know the plant is doing all it can to keep them safe. That includes emergency response and notification procedures that operate flawlessly. Community members hear about changes we have made inside the plant and worry cost-cutting measures may mean increased risk.
- Historically, accidents and problems with notification are all too familiar to the longer-term residents of the community. From the days after Bhopal and the August 11, 1985 release from the MIC unit, to the Larvin explosion in 1993, plant neighbors fear they are not being protected by the plant. Change of ownership has not diminished these concerns. To the neighbors, the plant is merely the "Institute Plant." Public confidence in plant leadership is diminished.
- The Community Improvement Council (CIC), established to be a liaison between the plant and its near neighbors in the Institute, Pinewood, West Dunbar Sub-Area of Kanawha County, is not as effective as possible. Nick Crosby has been an infrequent participant. Information shared by those who do attend is viewed as cursory and not detailed enough to build citizens' confidence. An opportunity is not being utilized to its fullest.
- Members of the Emergency Response Community have been vocal in their concern about the reporting procedures immediately after the explosion. As with nearby residents, the responders had expected procedures that were established years ago to still be in place and that communications from the plant would be immediate and thorough.
- The old "People Concerned About MIC" activist group, established in the aftermath of Bhopal, has been reactivated with an ominous new leader, Maya Nye. Ms. Nye is the daughter of a Union Carbide retiree and appears to have animosity towards the chemical industry. She has taken an adversarial approach from the beginning and is not retreating. Older and more cooperative past leaders of the group (Mildred Holt, a retired teacher, and Pam Nixon, currently the Citizen Advocate for the West Virginia Department of Environmental Protection) have chosen to take a back seat to the more aggressive new leadership. Ms. Nye promises to bring in outside agitators—something the older leaders had, heretofore, not been willing to do. Ms. Nye also has stated publicly she intends to campaign for the removal of MIC and phosgene from the site.

[Page]

## Community Relations Strategy

- Be aggressive in correcting the communications issues that occurred after the August 2008 incident to illustrate our commitment to keeping the community safe. Involve Metro 911 and other local responders to insure they agree with the "fix" and will be publicly supportive.
- As part of the outreach to emergency responders, hold a dinner to thank them for their assistance and for their work in revitalizing the emergency response plan. The dinner also can be an opportunity to make donations to the response community anticipated through the Supplemental Environmental Payments. To avoid the appearance of using these government-mandated donations for publicity, refrain from actively seeking media coverage. The responders may well initiate coverage on their own.
- Meet with the County Commissioners (separately, to avoid Sunshine Law issues) who have ultimate authority over the unincorporated Institute community about the improvements and reinforcements to the emergency response notification plan as soon as possible. Involve Nick Crosby in dialogue with the Commissioners so they get to know him personally and build confidence in his leadership at the plant.
- Sponsor a Sub-Area emergency response drill. Involve the CIC in planning so the entire community will participate. CIC members can lead the effort to include local citizens who can practice shelter-in-place techniques as well as be observers of the drill. Include media in the drill, therefore guaranteeing coverage. (This has been done in past years but not recently.)
- Increase Nick Crosby's presence at the CIC meetings. The key leaders in the Sub-Area regularly attend the meetings and have used them for many years to communicate with the plant. Allow the key citizens to get to know Nick personally and build confidence in his leadership of the plant. Give Nick the chance to better understand citizen concerns and interests so he may be more responsive to them. Make these meetings a priority and, working with the chair and facilitator, interject more Bayer messages and dialogue.
- Build a better relationship with Bill Raglin with regular and detailed plant visits. Bill is an Institute resident, leader of the Institute, Pinewood, West Dunbar Sub-Area, president of the Kanawha County School Board and a retiree from the Safety Department at the plant. He has concerns about the safety of plant operations, perhaps in part because he is not as aware of activities in the plant as in the past. To date, he has remained relatively silent and avoided openly criticizing the plant. His enhanced involvement with the plant and potential future support will give the Institute community one of their own as an expert to whom they can turn for understanding of, and confidence in, plant operations.
- Other chemical companies in the Kanawha Valley appear to have a greater presence than does Bayer, despite the fact that Bayer has not had the head-count reductions of some of the others. We need to raise our overall presence by carefully chosen community involvement. For example, volunteers in the Valley are asking for disaster kit supplies for use by AmeriCorps, a national community

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service organization sponsored locally by the United Way of Central West Virginia. Contributing to this cause might be a good fit.

- Create a website for the Bayer Institute site. Involve the CIC in determining specifics of content so it will meet community needs and be supported by key leaders. One possible use for the site would be in providing information to the public during a crisis event.
- Our goal with People Concerned About MIC should be to marginalize them. Build the stronger ties with the rest of the Kanawha Valley, keep operations safe, rebuild confidence in emergency response communications, and the activists will become irrelevant. This is especially true in a difficult economy where good jobs mean so much to the area. Interaction with People Concerned should be kept in the public arena where they cannot distort the facts. Treat them civilly so observers will not feel the need to come to their defense. Allow them to seem uncivil. Local citizens have, historically, not supported fanatical, negative activism.
- Take a similar approach to *The Charleston Gazette*. For as many years as it has been in print, *The Gazette* has chosen to be anti-business and champion environmental activists' causes. Marginalize its effectiveness by treating its reporters with respect but avoid one-on-one interviews with them whenever possible. Make statements in the public arena where others will report. Release information timed for the *Charleston Daily Mail* when practical. Remember the *Charleston Daily Mail* has a strong circulation in the Kanawha Valley but *The Charleston Gazette* is read throughout the state. Use local television stations and *The State Journal*, a weekly business publication circulated statewide, to counter *The Gazette's* attacks.
- Over the next several months, develop a "positioning plan" for Nick Crosby. Nick's emergence as the new face will signal a change, and "change" appears to be what the public wants. Position Nick with local media editors/publishers/news directors by setting up lunches. Involve Nick in key civic organizations in the greater Kanawha Valley such as the Charleston Rotary Club where all city's movers and shakers attend. As Nick becomes the face and voice of the Bayer Institute, the impersonal "corporate walls" will start coming down.
- Develop a Community Relations Strategy timeline with assigned responsibilities and check points for evaluation for 2009.

[Page]

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**From:** Tom Dover  
**Sent:** Friday, January 30, 2009 9:23 PM  
**To:** Greg Coffey  
**Cc:** Nick Crosby  
**Subject:** Updated Institute Site Communications Outreach Opportunities

**Attachments:** Upcoming opportunities for interaction - 090130.doc.zip

Greg -

Here is the current update of the outreach plans file which reflects recent activities held, meetings already in the works and planned meetings/discussions yet to be formally scheduled:



Upcoming  
opportunities for int..

- Tom



## **Upcoming events/opportunities for reputation enhancement & public interaction and other key dates**

### To be scheduled:

- Pending 2008 sponsorship to WVSU Foundation (\$10,000)
  - Pending 2008 sponsorship to St. Albans Fire Department for general support (\$5,000)
  - Pending 2008 special sponsorship to Nitro Fire Department for breathing air system support (\$10,000)
  - Pending 2008 special sponsorship to Institute Fire Department for breathing air system support (\$8,400)
  - Pending 2008 Bayer Foundation donation to WV Symphony Orchestra (\$25,000)
  - Pending 2009 sponsorship to area fire departments (Dunbar, Institute, Nitro, St. Albans) (\$5,000 each)
  - Pending WVMA Job Fair in conjunction with the CTC@WVUIT (Date TBD)
- 
- Follow-up discussions with other Bayer leaders in WV (South Charleston and New Martinsville) prior to Feb. 4 WVMA EHS meeting in New Martinsville
  - Meetings with County Commissioners Carper and Hardy (and possibly Shores) prior to Feb 12
  - Meetings with Mayors of neighboring communities (together with their Fire Chiefs) prior to Feb 12
  - Follow-up meetings with Dr. Whyte, Chief Saunders and Pat Dickinson of WVSU prior to Feb. 12
  - Discussions with Institute site tenants prior to Feb. 12
  - Discussions with other Institute area leaders prior to Feb. 12
    - WV Rehab Director & Asst. Director Michael
    - Nearby neighboring companies

### Already scheduled:

- Chemical Industry Panel for the Pre-employment Chemical Operator Program (CAPT) through CTC@WVUIT (Tom Dover participated outlining the good jobs with benefits available to participants)
  - Meet with students to answer questions and kick-off of the next two classes
  - Monday, January 12
- WVU - Marshall Basketball game (Tom Dover and spouse guest of WVU Student Affairs as on Visiting Committee) (Tom Dover was visible in his participation, speaking with community reps)
  - Luncheon in Charleston at Noon, January 14
  - Game that evening in Charleston with opportunities for interactions
- WVMA Chemical Industry Committee meeting
  - Thursday, January 15th (Tom Dover participated, sharing with participants the upcoming CSB public meeting & expected OSHA reporting by end of Feb.)
- UFO Food Drive Kick-off Celebration
  - Friday, January 16 to be held at Institute site (Nick Crosby presented our 4<sup>th</sup> quarter check from InSITE participation and spoke of both our CSR commitment to safety, volunteerism, and feeding the world. The Governor was present and spoke. Wide spread positive TV coverage on the evening news.)
  - Guests will include Withrow and Oxley families and friends, and local dignitaries
- WV Governor Inaugural Dinner (Sponsors Appreciation Event) at the Clay Center
  - Sunday, January 18 (Tom Dover attended and was visible as Bayer CropScience in supporting the Governor, speaking to the Governor, his Chief of Staff, his Legislative Coordinator and others)
- WV Governor Inaugural Ceremony
  - Monday, January 19 (Tom Dover attended and was visible as Bayer CropScience in supporting the Governor, speaking to chair of WVMA Govt. Affairs committee)
- Industrial Area Managers' meeting
  - Tuesday, January 20 (Tom Dover attended reviewed the upcoming CSB public meeting & expected OSHA reporting by end of Feb. as well as the potentially & relatively positive economic outlook for the facility)

## **Upcoming events/opportunities for reputation enhancement & public interaction and other key dates**

- WVMA Government Affairs Committee meeting
  - Wednesday, January 21 (Tom Dover attended reviewed the upcoming CSB public meeting & expected OSHA reporting by end of Feb. as well as the potentially & relatively positive economic outlook for the facility)
- WV Chamber Government Relations Committee meeting
  - Wednesday, January 28 (Tom Dover attended and greeted the Senate President, Earl Ray Tomblin)
- Sub Area Community Improvement Council
  - Wednesday, January 28 (Meeting was cancelled due to inclement weather, rescheduled for February 11)
- MATRIC Board meeting
  - Wednesday, January 28 (Tom Dover met with several key business leaders and Dr. Carter from WVSU)
- SAFER chemical release modeling software introduction and training at Institute site EOC
  - Thursday & Friday, January 29 & 30 (MWeay and other site EHS reps met with county Metro 911 leaders and area responders)
- Meeting with Dr. Carter (president of WVSU), selected staff, WVSU Foundation leadership
  - Friday, February 6 (NCrosby, TDover to meet and present \$10K to foundation for WVSU scholarships)
- Sponsorship of Clay Center Art Gallery's "Out of this World: Extraordinary Costumes from Film and Television" exhibit at the Clay Center for the Arts and Sciences (Exhibit includes costumes from the most popular adventure and science fiction Hollywood blockbusters)
  - Friday, February 6th - Clay Center member's reception (light hors d'oeuvres and beverages provided by the Clay Center) to kick-off the exhibit (Tom Dover and others from BCS to be present)
  - Exhibit runs from Saturday, February 7 through Sunday, May 10th
    - A large banner on the side of the building with our BCS logo as the lead sponsor during the duration of the event,
      - Thank you slide recognition in the Clay Center's Electric Sky Theater during the run of the exhibit,
      - Recognition in the spring edition of the Clay Center's quarterly member's newsletter,
      - Recognition on advertising, signage and collateral materials relating to the exhibit including posters, flyers, and newspaper advertisements, including a press release announcing the exhibit.
- First day of WV State Government Legislative Session
  - Wednesday, February 11 (Tom Dover to interact with local state senators & representatives and to follow-up with selected state government officials – governor's chief of staff and homeland security leader)
- Sub Area Community Improvement Council
  - Wednesday, February 11 (NCrosby, TDover, MWeay to attend)
- WV Governor's State of the State Address
  - Wednesday, February 11
    - Tom Dover will view with other influencers and BIC members (Now will be at SubArea CIC meeting)
- CSB press conference to rollout their preliminary findings
  - Thursday, February 12 in the evening at WVSU
    - They are planning a brief press conference on the morning and a public meeting in the evening
    - They have indicated that they will provide to us an "embargoed press release" on Feb. 11, for comment before they release it at the press conference.
    - The public meeting will be at 6:30 p.m. the evening of the 12th
      - Their lead CSB investigator will present by Powerpoint to the CSB Board quorum [at least 3 people] known facts of the incident.

## **Upcoming events/opportunities for reputation enhancement & public interaction and other key dates**

- He does not plan to state conclusions about causes or recommendations since the investigation is not complete.
  - The lead investigator then will answer questions from the Board.
  - The lead investigator has acknowledged and will include in his report that BCS is cooperating with the CSB.
  - After that, the meeting will be open to comments from community members but not the media, although they will be present.
  
- WV Chamber Government Relations Committee meeting
  - Friday, February 13
  
- Industrial Area Managers' meeting
  - Tuesday, February 17
  
- Sponsor's reception at Clay Center for up to 75 guests of our choosing where the Clay Center provides an open bar and hors d'oeuvres as part of our Out of This World sponsorship
  - Wednesday, February 18 (Date may be changed subject to Clay Center approval/availability)
  
- WV Chamber Government Relations Committee meeting
  - Friday, February 20
  
- **OSHA issues their findings (Date TBD)**
  - **Report expected to be issued sometime during the week of February 23**
  
- WVMA Government Affairs Committee meeting
  - Wednesday, February 25
  
- Sub Area Community Improvement Council meeting
  - Wednesday, February 25
  
- Chemical Alliance Zone Executive Committee meeting
  - Thursday, February 26
  
- WV Chamber Government Relations Committee meeting
  - Friday, February 27
  
- Sub Area Community Improvement Council meeting
  - Wednesday, February 25
  
- WV Chamber Government Relations Committee meeting
  - Friday, March 6
  
- Check presentation to WV Symphony Orchestra for in-title sponsorship of Bayer Symphony Sunday
  - Friday & Saturday, March 6 & 7 - Targeting photo op and presentation to Cooper and Board Chair prior to the performances (alternative dates are Friday, February 13 or Saturday, February 14)
  
- WVUIT Foundation meeting
  - Tuesday, March 10
  
- WV Chamber Government Relations Committee meeting
  - Friday, March 13
  
- Industrial Area Managers' meeting

**Upcoming events/opportunities for reputation enhancement & public interaction  
and other key dates**

- Tuesday, March 17
- WV Chamber Government Relations Committee meeting
  - Friday, March 20
- WVMA Government Affairs Committee meeting
  - Wednesday, March 25
- Sub Area Community Improvement Council meeting
  - Wednesday, March 25
- Chemical Alliance Zone Executive Committee meeting
  - Thursday, March 26
- WV Chamber Government Relations Committee meeting
  - Friday, March 27
- WV Chamber Government Relations Committee meeting
  - Friday, April 3
- WVMA / CTC at WVU Tech Job Fair
  - Wednesday, April 8 at Charleston Civic Center
- Final Day of WV State Government Legislative Session
  - Saturday, April 11