

Crisis Management Checklist

Crisis Management is the process of surviving, containing and bringing order to any natural or man-made traumatic incident. It includes planning, recognition, assessment, emergency response, intervention and follow-up procedures.

This checklist is an assessment tool for those responsible for developing a crisis management plan for their company. If you are able to answer the following questions and complete the following information, you will have begun the process of developing your own customized blueprint for crisis management. Begin to gather materials into a three-ring binder as you customize the plan to your organization.

Company Name: _____

Company Contact: _____

Before the Crisis: Pre-Incident Planning

Has the company assessed its at-risk potential for:

Man-made events

- Criminal acts
- Workplace violence
- Domestic Violence
- Accidents
- Suicide
- Fire
- Bomb threats
- Terrorism

Natural events

- Earthquakes
- Floods
- Hurricanes
- Tornadoes
- Blizzards
- Thunderstorms
- Sudden deaths
- Pandemics

Has the company assessed its at-risk potential based on:

- Industry
- Geographic location
- Demographics
- Past incident
- Policies, procedures, current technology

Other special considerations for at-risk potential: _____

Areas of Physical Assessment:

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- | | |
|--|--|
| <input type="checkbox"/> Geographic Location | <input type="checkbox"/> CCTV |
| <input type="checkbox"/> Automobile Traffic Patterns | <input type="checkbox"/> Alarm Capabilities |
| <input type="checkbox"/> Signage | <input type="checkbox"/> Interior Lighting |
| <input type="checkbox"/> Exterior Lighting | <input type="checkbox"/> Mailroom |
| <input type="checkbox"/> Landscape Design | <input type="checkbox"/> Intellectual Property |
| <input type="checkbox"/> Foot Traffic | <input type="checkbox"/> Waste Management |
| <input type="checkbox"/> Access Control | <input type="checkbox"/> Inventory Control |
| <input type="checkbox"/> Reception Area | <input type="checkbox"/> Administrative Issues |

Date of most recent safety/security assessment: _____

Results of assessment and recommendations for changes:

Were those recommendations put into place? If not, what is the timeline for doing so?

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Important Contacts: Complete one for each company site or location

Company Site / Location & Phone: _____

Contact	Contact Name	Contact Phone Number
Corporate Security / Crisis Coordinator		
Local Police		
Local Fire/Rescue		
Nearest Hospital		
Employee Assistance Program		
Telephone Company		
Data Recovery		

Company Site / Location & Phone: _____

Contact	Contact Name	Contact Phone Number
Corporate Security / Crisis Coordinator		
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Company Site / Location & Phone _____

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Corporate Policies

Policy	Is Policy in Place?	Date of Most Recent Revision and Distribution
Bomb Threats		
Drug Free Workplace		
Facility Closing		
Fitness for Duty		
Mail Handling		
Restraining Order		
Safety/Security		
Sexual Harassment		
Termination		
Weapons		
Workplace Violence		

Are Pre-employment Screening Mechanisms in Place? (Describe)

- _____ Credit Check _____
- _____ Criminal Check _____
- _____ Education Verification _____
- _____ Employment Verification _____
- _____ License Check _____
- _____ Workers' Compensation Claim Check _____
- _____ Pre-employment Physicals _____

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Developing a Crisis Team

Yes _____ No _____ Has the company defined what constitutes a crisis?
Consider how this definition fits with the corporate culture.

Determine when the crisis management plan would be called into action:

Yes _____ No _____ Does the company have a Crisis Team?
If yes, list the members of the team.

<u>Name</u>	<u>Title</u>	<u>Crisis Team Role(s)</u>
1.		
2.		
3.		
4.		
5.		

Date and Description of most recent Crisis Team Training: _____

Crisis Team Checklist:

- Yes _____ No _____ Has someone from the team met with local Emergency Services?
- Yes _____ No _____ Has a crisis team call list been developed and distributed?
- Yes _____ No _____ Has a primary meeting location been identified for the team?
- Yes _____ No _____ Has a secondary meeting location been identified?
- Yes _____ No _____ Do both locations contain communication capabilities and emergency supplies?
- Yes _____ No _____ Has the crisis team been empowered to make immediate decisions?
- Yes _____ No _____ Have plans been developed to separate key leaders?
- Yes _____ No _____ If yes, will they be able to communicate with each other quickly?

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Evacuation Plan:

- Yes_____ No_____ Does the company have a written evacuation plan?
- Yes_____ No_____ Does the plan include designated meeting areas for employees outside the building?
- Yes_____ No_____ Is there a means for accounting for all personnel?
- Yes_____ No_____ Is the evacuation plan ADA compliant?
- Yes_____ No_____ Has the plan been distributed and posted?
- Yes_____ No_____ Have the plan been shared with local rescue personnel?

Date of most recent plan review: _____

Date of most recent company-wide drill: _____

Who decides to evacuate in an emergency? _____

Global Concerns:

- ___ Designated individual(s) for tracking of global expatriates, foreign nationals and business travelers
- ___ Established protocol for communicating with international employees
- ___ Emergency transportation plans
- ___ Established relationships with charter airlines
- ___ Alternate travel plans
- ___ Local employees to act as drivers and guides
- ___ Multiple routes to neighboring countries
- ___ Review of evacuation plans with expatriate families
- ___ Updates on current events

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During the Crisis: Your Crisis Management Plan should:

- _____ Contact emergency services first.
- _____ Emphasize life/safety as a priority.
- _____ Address preservation of the scene as evidence.
- _____ Provide for prevention of further damage.
- _____ Provide for good crisis leadership.
- _____ Include on-scene psychological support services.
- _____ Address managing the media.
 - Relationship building prior to an incident
 - An assigned media spokesperson
 - An assigned briefing area
 - Regular updates
- _____ Describe the means and procedure for notifying impacted families.
- _____ Allow for provisions of lodging, food, medication, etc. if necessary.
- _____ Provide for continuation of business.
- _____ Plan for regular communication from senior management to employees post-crisis.
- _____ Include procedures for notifying outlying offices and clients.
- _____ Specify need for an assessment and damage report.

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After an Incident

Yes _____ No _____ Are post-incident psychological support services needed?

_____ Who will follow up with impacted families?

Yes _____ No _____ Is there regular communication from senior management to employees?

Yes _____ No _____ Does the plan provide a solution for interruption in performance?

Yes _____ No _____ Does the plan include replenishing used emergency supplies?

Yes _____ No _____ Has the Crisis Team met to evaluate the crisis response, make any revisions and correct any problems?

Yes _____ No _____ Has the plan been updated to reflect lessons learned?

Crisis Plan Review

Have you considered:

_____ Safety posters or emails?

_____ Safety brochure for employees and visitors?

_____ Training sessions about the plan?

_____ Quarterly review meetings to update plan?

_____ Regular drills?