

Crisis and Emergency Management

Can your organisation respond effectively in an emergency?



Question	Yes / No	Best practice
Does your business have a Crisis/ Emergency Planning Committee?	<input type="checkbox"/>	The committee should meet regularly to review key risks, ensure contingency plans are up-to-date, and review performance of preparedness initiatives and equipment.
Does your business have Crisis and/or Emergency Management Plan?	<input type="checkbox"/>	Have all key risks been integrated into your plans? Is it a 'live' document or is it gathering dust on a shelf? Are the plans easily accessible to your people? Best practice is making the plans simple, user friendly and accessible.
Are your people trained and understand their role in a crisis/emergency situation?	<input type="checkbox"/>	Simple escalation processes aligned against your risk tolerance ensures your people know when to activate.
Have your management team(s) participated in a desktop scenario-based exercise in the past 12 months?	<input type="checkbox"/>	Best practice involves conducting a desktop exercise for the Management Team followed by a Full-Scale Crisis Exercise every 12 months.
Was the team's performance acceptable during the last exercise?	<input type="checkbox"/>	The performance of a crisis or emergency management team should be assessed as part of the exercise, and opportunities for improvements implemented as soon as possible.
Media and other stakeholder management forms part of our exercises	<input type="checkbox"/>	Best Practice involves using your stakeholder engagement protocols in a realistic scenario to refine the timeliness of your communications with key stakeholders.
Are events outside of Business As Usual always escalated to the appropriate level of management?	<input type="checkbox"/>	Simple escalation processes aligned against your risk tolerance ensures your people know when to activate.
Is there a very clear understanding of the escalation process?	<input type="checkbox"/>	A simple easily triggered activation process ensures anyone can call out a crisis if a situation is emerging.
Is there a designated team structure and plan for an emergency or crisis response?	<input type="checkbox"/>	People with designated roles and responsibilities, backed by simple procedures ensures a unified response to a crisis. Without clear roles and responsibilities in a response, key response actions may be missed.
Have these strategies been validated as a part of your annual training and exercise regime?	<input type="checkbox"/>	Organisations should test the developed strategies during annual exercises to ensure they are appropriate to meet the organisation's requirements.



If you answered NO to any of these questions, consult with the security experts!
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