

*Crisis Leadership is promulgated to all the top companies*

## **READING FOR CRISIS LEADING** **Corporate Emergency Response**

*When the Generals talk you must listen to them. - Midnight Oil*

Managing a security crisis involves going head to head with the OBL Franchise Crisis Team.

**Emergency Managers** must continue to look at patching the hole in the fence, and their plans and actions must be focused on getting back to the past – solid status quo.

**Crisis Leaders** however must see the open paddocks beyond the fence, and their strategy will focus on getting back to the future and the opportunities that await them.

### **Special Situation Management**

#### **Dealing with Casualties and Improving Communications**

**Mass casualty plans** are now standard as terrorism puts every public gathering place at risk. Responding appropriately in the first 15 minutes is when you will have most impact in saving life. 'Scoop and Run' are the tactics used by Emergency Services in these situations. Shirtsleeve firefighting are the tactics used by First Responders.

All companies have Employee Assistance Providers on call, and the best have well developed systems for providing **peer support** or 'fast buddies' like Singapore airlines.

It is now normal to store the list of **nominated emergency contacts** for all employees in fire proof safes and to have duplicate copies off site. The best companies continually account for all people on site and are able to do immediate name calls and head counts if evacuating facilities.

**Invacuations**, staying on site with the air conditioning switch off, is equally important as traditional evacuations when dirty bombs are involved. In high-rise buildings elevators maybe the fastest way out regardless of warnings.

**Virtual Crisis Team meetings** are now the norm as indeed are fully equipped alternate locations and satellite phones. The best companies still use old fashioned switchboards in time of crisis, internal call Centres and hotlines to contact employees.

**Loudhailers** are as important as ever in addition to sirens to directly alert people to serious incidents. A common rendezvous in the event of an emergency is essential as is a community system for lost communications, lost communications procedures for employees and with travellers.

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