

# CRISIS MANAGEMENT PLAN



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## 1. DOCUMENT CONTROL

Any changes to products, services, processes, procedures or legislative requirements are to be reflected in the crisis management plan and the revision details are to be recorded below.

[illegible]

## 2. INTRODUCTION

The management of **Insert Your Company** is committed to maintaining a robust focus on safety and maintenance of the highest standards however, a crisis may occur with minimal or no warning.

It is of critical importance that preparation has been undertaken to manage any potential crisis as efficiently as possible, proactively and strategically and with minimal damage to people, the environment, operations and company reputation.

This crisis management plan provides a framework for managing a situation. It identifies positions accountable for managing a situation and provides them with step-by-step procedures and tools to assist them in considering possible impacts, affected stakeholders, and making decisions rapidly, professionally and ethically. It enables the responsible persons to approach any crisis in a structured and methodical manner. This significantly increases the likelihood that the impact of a crisis on **Insert Your Company** from a crisis is minimised.

The fundamental focus shall be on the safety of people. As such, **Insert Your Company** shall always endeavour to uphold their ethical, legal and community responsibilities as a company.

## 3. PURPOSE

The purpose of the crisis management plan is to provide guidance on what arrangements are in place for **Insert Your Company** in a crisis. It describes the crisis activation and response framework and the specific roles and responsibilities of the crisis management team. It is intended to:

- People to be protected against injury or loss of life.
- The potential for loss to be minimised.
- The company reputation to be protected.
- Damage to the natural and built environment to be minimised.
- The assistance of business continuity and recovery.
- The coordination of resources.

## 4.

This crisis management plan applies to all **Insert Your Company** crisis events with the following objectives:

- Ensure the safety of all **Insert Your Company** personnel, relevant contractors and the public associated with or affected by our operations and/or activities.
- Secure and minimise the impact on the environment through timely and effective management.
- Minimise the impact on property and assets.
- Contain and manage the impact of the **Insert Your Company** reputation and business continuity.

- Minimise the disruption to continuing operations and activities.

In performing this role, the crisis management team has three key areas of response management:

<b>Reaction</b>	Strategically supporting crisis response efforts.
<b>Stakeholder Communication</b>	Managing the perception of the crisis and imparting information.
<b>Strategic Planning</b>	Effectively managing the control and recovery process.

## 5. TERMS AND DEFINITIONS

Term	Definition
<b>Assembly Area</b>	A place of safety where persons evacuating the premises, or a part thereof are expected to assemble in accordance with the workplace's evacuation plan.
<b>Crisis</b>	A major event that has the potential to catastrophically affect the company's reputation, operations and business continuity, requires scrutiny by regulators and/or media, jeopardises public safety, public stakeholder image, or a combination of the above. <b>Insert Company Name</b> recognises that exposures to potential crises can originate from one of two broad sources: <ul style="list-style-type: none"> <li>• Operational and safety incidents (major spills/uncontrolled releases, fire/explosion, acts of nature, pollution/media breakdown); or</li> <li>• Corporate mismanagement/community relations (contractual disputes/security breach/criminal acts).</li> </ul> <b>Insert Company Name</b> , as appropriate
<b>Crisis Control</b>	The organisational structure and the process followed for planning and initiating an appropriate response to crisis situations that may arise.
<b>Crisis Management Team</b>	A collective term for personnel acting in support of the <b>Insert Company Name</b> during a crisis. All crisis management team members are to be able to respond physically or by telephone conference 24/7 to activation. Crisis management team members are to have a nominated alternative when travelling outside of electronic contact.
<b>Evacuation</b>	An organised, phased and supervised dispersal of people from dangerous or potentially dangerous areas.
<b>Evacuation Instructions</b>	Directives about the location of the safety reference points for the workplace and the procedures for evacuating safely.

Term	Definition
<b>Disaster</b>	An occurrence of a natural catastrophe, technological accident or human-caused event that has resulted in severe property damage, deaths and/or multiple injuries.
<b>Incident</b>	Any unplanned event resulting in or having a potential for injury, illness, harm to environment, damage or threat to operations or reputation.
<b>Issue</b>	A matter in dispute that requires management attention. An issue not handled well may develop into an emergency.
<b>Preparedness</b>	The arrangements or plans to deal with a crisis, or the effect of a crisis.
<b>Prevention</b>	The identification of hazards, the measures to protect people and property, and ensuring effective measures are taken to reduce potential loss of life and property damage.
<b>Reaction</b>	The provision of as much funding as possible to allow for adequate concentration on the response and to render the situation safe. This includes the following: <ul style="list-style-type: none"> <li>• Evaluation of the response</li> <li>• Calls for back-up personnel, resources, equipment and materials.</li> <li>• Safety, emergency, technical, regulatory, legal, financial and external issues.</li> </ul>
<b>Response</b>	Are actions taken to preserve life, the environment and property, including the actions of company, partners, emergency services and other authorities or agencies.
<b>Responsibility Checklist</b>	To elaborate checklists for crisis management team members to detail key activities that should be considered and taken, as necessary.
<b>Recovery</b>	The short-term activities beyond the initial crisis period and the emergency response phase. During recovery, focus is on returning all systems to a normal status, or to reconstitute the systems to a new condition that is less vulnerable.
<b>Personnel</b>	An employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour-hire company who has been assigned to work, an apprentice or trainee or a student gaining work experience. May also be referred to as 'personnel'.

## 6. LOCATION OF THE SITE

**Insert Your Company** head office is located at **insert address**

The diagram below shows the layout of **Insert Your Company** workplace(s)

**Insert a diagram(s) here**

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## 7. PRINCIPLES

Effective crisis management is guided by the following principles:

**Prevention** — which includes the identification of hazards, the assessment of threats to life, the environment, security, property and ensuring protective measures are in place to reduce potential loss thereof.

**Preparedness** — which includes arrangements or plans to deal with causes or the effects of a crisis.

**Response** — is the process of combating and providing immediate assistance to people affected by a crisis. The aim of response operations is to save lives, protect property and make an affected area safe.

**Recovery** — is the process by which an affected organisation regains normal operations following a crisis.

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## 8. CRISIS MANAGEMENT TEAM MEMBERSHIP

The membership of the crisis management team and a supporting list is shown in the crisis management structure and the crisis management appointment list.

Names and contact details for primary internal/external support and services are provided in the **crisis contact directory**.

**Related Procedures, Forms and Documents**

ID	Document
CMP-MF-11	Crisis Management Team Appointment List
CMP-MF-19	Crisis Management Structure

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## 9. CRISIS MANAGEMENT STRUCTURE

Ensure members receive their applicable responsibility checklist e.g. The response coordinator and deputy response coordinator) must be given and checklist 2 etc.