

# CHECKLIST CRISIS MANAGEMENT PLAN OF ACTION

## Initial Action

## Completed

Crisis Management Team alerted

Administrative support arranged

Venue(s) for meetings arranged

In case of criminal wrongdoing, police informed

## First Meeting

## Completed

Information shared and immediate action agreed upon

Fax and telephone working and numbers checked

Email addresses checked

Records kept of agreed actions/times for completion

Telephone manned/calls logged

Facts determined and verified

Holding statement prepared

Questions and answers prepared

Public statements cleared with legal advisers

Media/Public enquiries directed to Communications Spokesperson

Stakeholders informed

External and internal responses monitored

Worst case scenarios identified and media response drafted

Next meeting planned

Agreed decisions implemented

## **Subsequent Meetings**

**Completed**

- Development of crisis assessed**
- Necessity for new team members reviewed**
- Facts updated**
- Position and press statements reviewed and/or updated**
- Questions and answers updated**
- Comment responses prepared**
- External media and advisers updated**
- Future actions and timetable agreed**
- Next meeting planned**

## **Concluding Meeting**

**Completed**

- Handling of crisis evaluated**
- Current public position and reputation identified**
- Strengths and weaknesses of crisis management identified**
- Crisis plan modified, if necessary**
- Cause of crisis understood**
- Risk of recurrence minimised**
- All documentation collected and archived**
- Adversely affected employees adequately debriefed**