

CRISIS MANAGEMENT TRAVEL CHECKLIST SECURITY INCIDENT

PREPARE AHEAD	RESPONSIBILITY	COMMENTS
<p>Review and update plans and procedures - A crisis plan must be specific, flexible and practiced with a clear Command and Control structure:</p> <ul style="list-style-type: none"> • Who are the decision makers? • Who are their delegates? • Who is responsible for: security issues, communications, human resources, transportation, logistics...? • Ensure all stakeholders are aware of roles and responsibilities and know how to use the tools available 		
<p>Build information and analysis into your plan, to ensure the monitoring of an evolving security environment:</p> <ul style="list-style-type: none"> • Determine reporting streams and sources • Determine to whom you want to communicate and what you want to communicate 		
<p>Ensure communication redundancies: maintain access to as many options as possible (landlines, emails, SMS, cell phones, out of country Sim cards, smartphones, Skype, Voice on Internet, Twitter, Facebook)</p>		
<p>Automate communication / tracking procedures in order to save time and eliminate manual tasks which might be error-prone, especially when under stress</p>		
<p>Ask employees to download the mobile International SOS App to access information and receive country-related alerts on-the-go</p>		
<p>Train all employees before their departure on what to do in case of a security incident and local emergency plans if available</p>		
<p>Map your potential exposure (travellers, mobile workers, buildings) through localisation tools and implement the use of geolocation functions in your travel policy</p>		
<p>Ensure you have updated contact information for mobile workers, local employees and security correspondents (remote electronic copies of vital documents)</p>		
<p>Run regular drills and exercises with your CMT to test your existing processes and decision making</p>		

DURING THE INCIDENT	RESPONSIBILITY	COMMENTS
<p>Notify key stakeholders, including senior management as early as possible:</p> <ul style="list-style-type: none"> • Mobilise your CMT if necessary (notification does not mean mobilisation...) • Log all actions undertaken 		
<p>Account for all staff and communicate to them clear instructions in order to stay in control of the situation. Prioritise 2-way communication and collate responses for quick decision making.</p>		
<p>Establish the scope of the incident and define an action plan (it will change along the way) with the support of an external provider if relevant</p>		
<p>Assess where you need support for on-the-ground medical and security assistance, including emotional support, and leverage external providers</p>		
<p>Keep an information flow:</p> <ul style="list-style-type: none"> • from trusted sources • to all involved and interested (e.g. family members) 		

AFTER THE INCIDENT	RESPONSIBILITY	COMMENTS
<p>Account for your staff and consider offering counselling to employees affected by the crisis</p>		
<p>As soon as possible, evaluate how the crisis was handled with all stakeholders using the action-log and collect feedback and suggestions</p>		
<p>Analyse conditions for re-entry in the country (cessation of hostilities, re-establishment of Order and Law, status of transportation infrastructure, availability of day-to-day necessities). Determine whether new travel risk mitigation measures are necessary</p>		
<p>Communicate any updates to employees to ensure they are aware of any changes/ improvements</p>		
<p>Organise a review of procedures and an exercise to test the team on a similar scenario</p>		