

Module 5 – Crisis Management

Section 1 – Preparedness

A. Risk Assessment & Analysis

B. Plan Development

- 1) Life/Safety Best Practices**
 - a) Succession Planning**
 - b) Internal Policies & Procedures**
 - c) Checklists**

C. Mitigation

- 1) Facilities / Asset Planning**
- 2) Insurance**
- 3) Personal Protective Equipment**

D. Command & Control

- 1) Central Location**
- 2) Protocol**

E. Internal & External Communications

- 1) Strategy**
- 2) Structure**
- 3) Alternate/Backup Methods**

F. Training/Awareness

- 1) **Methods**
- 2) **Level of Focus (who is the audience?)**
- 3) **Exercises**

G. Partnerships

- 1) **Public**
- 2) **Private**
- 3) **Vendor Support**

Section 2 – Response

A. Incident Reporting

- 1) **Field Documentation**

B. Situational Assessment

C. Communications

- 1) **Internal**
- 2) **External**

D. Crisis Management Execution

- 1) **Triggers**
- 2) **Escalations**
- 3) **Internal Policies & Procedures**

E. Command Center

- 1) Corporate Documentation
- 2) Supply Chain Considerations

F. Life/Safety

- 1) Medical
- 2) Evacuation
- 3) Communication (Human Resources related)
- 4) Personal Protective Equipment

G. Heightened Physical Security Measures

H. Utilization of Resources

- 1) Public
- 2) Private
- 3) Vendor Support

Section 3 – Recovery

A. Impact Assessment

- 1) Select Recovery Options
- 2) Documentation

B. Communication

C. Employee Assistance

D. Business Restoration

E. Public / Community Relations

F. Partnerships

- 1) Public
- 2) Private
- 3) Vendor Support

Section 4 – After Action Report

A. Lessons Learned about the entire process

Section 5 – Business Continuity

A. Risk Analysis and Business Impact Analysis

- 1) Prioritization of Recovery
- 2) Sequence of Recovery
- 3) Interdependencies
- 4) Gap Analysis

B. Planning

- 1) Key Components
 - a) Emergency Contacts
 - b) Vital Records, etc.

c) Recovery Procedures

- 2) Immediate Impact**
- 3) Benchmarking**
- 4) Alternate Worksites**
- 5) Mutual Aid**
- 6) Brand Protection**

C. Analysis of Core Processes

D. Maintenance of the Plan

E. Exercise the Plan

Section 6 – Resources / Relationships

A. Local

- 1) Police**
- 2) Fire**
- 3) EMS**

B. State

- 1) Emergency Management**
- 2) Emergency Operations Center**
- 3) National Guard**
- 4) Environmental Protection Agency**

C. Federal

- 1) Homeland Security Overview
- 2) Federal Emergency Management Administration
- 3) Occupational Safety and Health Administration
- 4) Environmental Protection Agency
- 5) National Institute of Health
- 6) Center for Disease Control & Prevention
- 7) Department of Defense

D. Non-Governmental Organizations

- 1) Red Cross
- 2) Charities

E. Professional Organizations

- 1) Retail Industry Leaders Association (RILA)
- 2) Food Marketing Institute (FMI)
- 3) National Retail Federation (NRF)
- 4) American Society for Industrial Security (ASIS) International
- 5) National Food Safety Security Council (NFSSC)
- 6) National Association of Chain Drug Stores (NACDS)
- 7) National Crime Prevention Council (NCPC) The National Crime