

# CRISIS MANAGEMENT TEAM CHECKLIST: FIRST RESPONSE BY ROLE

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## SITE MANAGER / CRISIS LEAD

X	ITEM	NOTES
	Call emergency services.	
	Report the emergency to your organization's crisis response leader and management as directed in your crisis management plan (hotline, for example).	
	Gather your site crisis response team.	
	Establish team communications channels.	
	Account for all employees and determine if there are injuries or deaths. Tell employees to contact their families and let them know they are safe.	
	Make contact with anyone who witnessed the incident and bring them to a private office. If law enforcement asks to speak with them, do not refuse but try to consult the crisis management team's legal specialist first. Individuals may want their own counsel too.	
	Do not disturb anything that could become evidence.	
	Block entry to the site and if the crisis disrupted operations, send all staff not involved in the crisis response home. Give them instructions on how you will update them on returning to work and resources they may need, such as counseling.	
	If the crisis has attracted media attention, respond to inquiries with a short, standard response: "I am (name) and I am (title) of (company name). This incident occurred a short time ago, and we are unable to answer your questions at this time. We will have an update at (time). Until then, we need to focus on the event."	

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## CRISIS TEAM LEADER

X	ITEM	NOTES
	Activate core crisis management team members (such as safety lead, communications manager, and liaison) and inform senior management.	
	Find out all the available facts about the emergency such as where, when, and how it occurred as well as which people were involved, their locations and conditions.	
	Determine the status of the affected site or operation and take any urgently required steps to stabilize it.	
	Call in any additional crisis staff who are needed based on what you know now.	
	Activate command center.	
	Assess risk for secondary crises such as environmental damage as a result of a plant explosion.	
	Set up lines of communication to local authorities and first responders if relevant.	
	Establish a schedule and process for updates, such as conference calls at specific times, and distribute the phone number to the CMT.	

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## SAFETY MANAGER

X	ITEM	NOTES
	Coordinate with the crisis management team leader.	
	Find out the names of any employee injured or killed. Get contact information for their spouses or family members. Consult with the leader to determine who will call them.	
	Debrief anyone who witnessed the incident.	
	Take notes of these interviews and start an incident log.	
	Coordinate with human resources about administering any drug or alcohol tests that may be needed.	
	If any employees are in the hospital, assign a staff member to stay with them until families arrive.	
	Start an incident investigation by documenting the situation with photos, videos, and written narrative.	
	If a subcontractor is injured or killed, contact their employer to make sure the employer notifies the spouse.	
	If nearby neighborhoods are affected, communicate with the community. If there are injuries or deaths among community members, do not notify the family; leave that for local authorities.	

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## SPOKESPERSON

X	ITEM	NOTES
	Learn all the facts about the crisis that are available. Compile relevant background information such as facility capacity, products made, history, and number of employees.	
	Prepare a media statement and work with executive liaison to get approval.	
	Establish a phone number for media inquiries.	
	Assign an administrative aide to answer that number, log and prioritize calls, and take messages.	
	Set a schedule and means (in-person, written, or teleconference) for media briefings and publicize this.	
	Anticipate questions and practice your responses.	

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## EXECUTIVE LIAISON

X	ITEM	NOTES
	Contact senior leadership and update them.	
	Identify stakeholders affected by the emergency and work with senior management to determine what action to take.	
	Coordinate with HR for provision of counseling and other resources.	
	Activate employee emergency communications system.	
	Monitor media coverage.	
	Consult with leadership about media statements and whether the incident is serious enough to warrant a top executive acting as spokesperson.	
	Work with legal specialist to identify liabilities and escalate these.	
	Keep senior leadership informed about deaths and the status of anyone injured and discuss whether to phone or visit.	

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