

Crisis Management Checklist

Fill out the following fields:

Your business address	Evacuation assembly point:

What to do when a crisis happens:

- * Staff will contact a manager immediately they become aware of a disruption to any business activity or a threat to reputation.
- * The manager will investigate the situation and if necessary call a crisis management meeting or take appropriate advice from experts.
- * If appropriate the manager should set up a crisis team or take expert advice

Crisis team: complete this at the time of the emergency

Role	Name	Telephone number
Top management		
Lead manager or supervisor		
Log keeper		
Technical advisor		
IT advisor		
Finance advisor		
HR advisor		
PR advisor		
Legal advisor		
Security advisor		

Crisis Management Checklist

(Tick when action is complete)

- Start a log of communications, decisions and actions you take (page 4)
- Liaise with the emergency services.
- Evacuate **or** shelter in the building. Take advice from emergency services.
- Provide first aid
- Identify any staff who are injured or missing
- Provide information to staff
- Identify any damage to buildings or equipment
- Identify critical business activities which have been disrupted
- Contact relevant managers and get direction
- Get help. Set up a crisis team or seek expert advice
- Decide on a course of action
- Communicate decisions to staff, business partners and stakeholders
- Draft public information to maintain reputation of your business and communicate it
- Arrange a debrief and update plans

Belfast Prepared Business Directory

(This table refers to **your** business. Complete the table **now**, before an emergency occurs)

Internal contacts	Emergency number	Mobile number	Office number
Top management			
Lead manager			
Log keeper			
Technical advisor			
IT advisor			
Finance advisor			
HR advisor			
PR advisor			
Security advisor			
Premises manager			
Premises manager			
Premises manager			
Premises manager			
Legal advisor			
External contacts			
Suppliers			
Stakeholders			
Transport			
Contractors			
Insurance company			
Glaziers			
Building contractor			
Bank			
Mobile provider			
Telecom provider			
Emergency contacts	Emergency number	Other number	Office number
Police	999	0845 600 8000	028 9065 0222
Fire service	999		028 9266 4221
Ambulance service	999		028 9040 0999
Belfast City Council	0785 049 9622		028 9032 0202
Northern Ireland Electricity	0845 745 5455	0845 764 3643	
Phoenix Gas	080 000 2001	0845 455 5555	
Translink		028 9066 6630	
Health and Safety Executive	0800 632 0121		028 9024 3249

Crisis Log Sheet

Date	Time	Communications, decisions, actions	Initials