Crisis Management Team

Purpose

The Crisis Management Team consists of a small group of executives who have the resources, ability and authority to do whatever is necessary to resolve a crisis. The team will take operational ownership of the crisis response when a crisis has occurred or when a possible or probable crisis situation will exist if a threatening event materialises.

The Crisis Management Team is the highest level decision making authority at times of crisis. It has unrestricted authority to respond in the best interest of all stakeholders and its crisis response decisions will supersede the existence or normal interpretation of all or any policy or standard operating procedures.

Roles and Responsibilities

ROLE	RESPONSIBILITIES
Crisis Manager/Team Leader	- Provides overall leadership - Liaises with Board and CEO - Allocates resources, sets priorities and resolves conflicts - Briefs the company spokesperson
Command Centre Coordinator	- Keeps command centre functioning including supporting technologies and resources - Maintains status board of crisis and call register
Corporate Communications	- Single source of information to internal and external stakeholders and media - Media management
Human Resources	- Provide employee assistance such as medical assistance, counselling, insurance claims, payroll duties etc - Emergency evacuation/repatriation - Liaise with victims' families - Provide recruitment support
Corporate Security	- Ensures staff safety - Liaise with Emergency Services - Monitors emergency response - Security of assets and staff - Communicate with external parties on security intelligence
Administration and Logistics Support	Facilitates and supports recovery efforts, may consist of food services, transport arrangements, mail duties, insurance, legal, finance requirements etc
Premises and Facilities	- Coordinates damage assessment, salvage and repair operations and reconstruction - Supports insurance claim process - Plans for relocation to primary site
Business Recovery Coordinator	- Coordinates execution of business recovery plans - Provides status updates to crisis management team
IT Recovery Coordinator	- Coordinates execution of IT recovery plans - Resolve systems, networks and applications issues - Provides status updates to crisis management team

Crisis Management Plan

A Crisis Management Plan sets out the principles to be followed should any incident cause, or threaten to cause, serious business impact to the organisation.

The plan provides a process that facilitates organised decision-making in the event of a major incident that might otherwise be quite chaotic and to:

- minimise injury or loss of life and protect the safety of staff and visitors;

- provide a flexible response process for a variety of emergencies;

- focus decision making on critical issues in a potentially stressful environment; and

- minimise the negative consequences of any incidents on the Insurance Commission, staff and visitors.

The plan suggests actions to take and is only guidelines to serve in managing a major incident. Real life decisions for reacting to a major incident must be guided ultimately by the sound judgement and discretion of involved managers and staff.

Business Continuity Teams

Purpose
The Business Continuity Teams are responsible for ensuring that critical business activities are resumed according to the re-established prioritisation and within the required timeframes.

The Teams are mobilised upon activation of the agency's BCM plan by the Crisis Management Team. The number of teams required depends on the nature and size of the agency but typically there will be at least one team per department / functional area.

Roles and responsibilities

ROLE	RESPONSIBILITIES
Team Leader	- Provides overall leadership to the team - Ensures that critical activities are restored within the required timeframes - Keeps the Crisis Management Team appraised of business continuity progress
Alternate Team Leader	Acts as a backup to the Team Leader
BCM Coordinator	- Assist the Team Leader as required - Coordinate communications within the team and liaise with other areas of the agency - Maintain a status board on the team's business continuity progress
Team Members	Carry out business continuity tasks in accordance with the team's Business Continuity and Recovery Plan
Stand-by Team Members	- Be on stand-by at home - Provide any assistance with business continuity tasks when called upon - Support long term recovery task when required