

INITIAL SITUATION ASSESSMENT AND FIRST HOUR RESPONSE PRIORITIES

- Gather all available information on incident
- Determine if outside assistance is required to manage the incident
- Work in co-operation with first responders/local authorities to manage physical response
- Assemble team in command centre
- Identify stakeholders and their information needs. Liaise with employees, staff and families
- Rank critical issues: impacts of people, health, safety, environment, business ops
- Determine potential local impacts & legal issues
- Set response priorities
- Activate monitoring (social and traditional media, blogs, chat rooms)
- Identify the spokesperson
- Prepare, approve and issue initial public statement
- Handle incoming media and public calls
- Set up process for third party claims
- Prepare news release and other communications materials
- Maintain liaison to keep stakeholders informed of response
- Call regular team meetings
- Document all action taken