

## CRISIS MANAGEMENT : BEST PRACTICES

### Communication

- Two-way communication
- Effective and appropriate means of communication
- How to communicate in an emergency (procedure and contacts)

### Secure, centralized information management system

- Anytime access
- Privacy

### Access to resources

- Financial
- Human
- Material/Equipment

Take the time and allocate the resources to develop procedures and tools

Carry out a risk assessment

Determine a schedule

Identify the people responsible

Be concise and aim for simplicity

Use the scenario-base planning method

Develop a realistic plan based on your available resources

Ensure that stakeholders are familiar with procedures and protocols to be followed

Test your procedures and protocols by running simulations

Document your crisis management with an operations log

Keep your procedures and protocols up to date and keep you informed of revisions and changes

Evaluate your procedures and protocols after each intervention

Readjust your procedures and protocols based on what didn't work as planned

### Developing a Travel Risk Management Culture

ISO 31030: Promoting a culture in which travel risks are taken seriously by all.

Put a positive spin on risk management: it offers opportunities that would otherwise be unattainable.

Make it easy, simple, and concise.

Promote how your organization supports travellers (bidirectional).

Develop a strategy to create risk management ambassadors in your community.

Focus first on small, high-impact actions.

Be patient... it takes 3 to 5 years to develop and adopt a culture.