



Decision-making - Priority requirements

People

- Account for and ensure safety of:
 - Employees
 - Visitors incl VIP and customers
 - Contractors
- Advise on any restrictions on travel / movement
- Communicate with:
 - Employee family/NOK
 - Clients/customers
 - Local community leaders
- Establish staff/family helpline

Premises

- Secure:
 - Buildings and contents
 - Equipment
 - Plans and other sensitive material
 - Routes to remote / vulnerable sites
- Confirm availability of alternative locations

Information

- Ensure integrity of
 - Communications systems
 - Storage systems
 - Paper files and records

Processes

- Assess impact on:
- Supply chains
- ...

Reputation

- Release of information
 - Public statement – consider key audiences: customers; consumers; media; competitors
 - Request / require restriction on social media use by employees directly/indirectly affected
- Establish point of contact for media enquiries
- Assess impact on:
 - Commercial/market
 - Shareholders
 - Local community
- Develop corporate communication plan