

HR Planning Factors

What Now? Coping with Adverse Events

The following is a brief list of the common items that need to be planned for before a crisis happens. This list is not all inclusive—it is intended to serve as a tool to get started. It includes general items—not specific actions for every possible contingency. For example, it does not include actions to take in case of a breach in employee/customer databases. You need to plan for that and should have a checklist. But some of the actions below would also need to be taken (communication, for example).

Every company's situation is different, so you may need to add or delete items. This list does not repeat the information on the list of Contingent HR Policies.

Crisis Management Team

- Who are the members?
- What training is needed?
- Who will make the decision to activate the CMT?
- How will members be notified in a crisis?
- Where will the CMT be located?
- What equipment and supplies will be needed and where will they be kept?
- Checklists, maps, contact numbers, etc. Who will provide and maintain this information?

Employee notification

- What method(s) of notification will be used?
- What information is needed? Who will obtain the information and keep it current?
- Who will decide the content of notification messages (you may want to set up templates ahead of time) and who will decide when to implement the notification?
- Will you have a 1-800 call in line? Internet site?

Accounting for Employees

- How will you account for employees?
- Who will maintain the information?
- Will you report it? To whom, when and in what fashion?

Employee preparation

- What can be done ahead of time to prepare employees for various emergencies?
- What family preparedness information should we present?
- What specific training is required for our business continuity plans (evacuation teams, first aid, CPR, security teams, etc.)
- Who will be trained on what information?
- How will we track this training?

Evacuation planning

- You have plans for fire and bomb evacuation, what about workplace violence?
- Do you evacuation plans consider the disabled? Who will require assistance and what kind?
- Do employees know how to evacuate?
- What procedure should an employee use to notify the company that they have to evacuate their home, where they are/are going, and how to contact them?

Sheltering in place

- You have plans for tornado sheltering, but again, what about other emergencies?

Communication

- Who will be the spokesperson to the media?
- Do you have a crisis communication plan (you can set up a lot of the background information and templates ahead of time)?
- What type of internal communications options will you implement?
- Who will be responsible for preparing and/or approving internal and external communications?

Employee fatality/injury reporting.

- Who is responsible for reporting to OSHA (if necessary), state workers comp agency (if necessary), next of kin (if necessary)? Checklists should include procedures and contact information.

Employee counseling

- Under what circumstances will you make counseling available?
- Who will approve the action?
- Who/what agency will supply the counseling?
- How long will you continue this support?

Other helping functions

- What agencies are available in the area to assist employees with financial, legal, and person issues associated with these events?
- What about memorial services?
- What about recognition for actions that saved company assets or helped employees to cope?