

# CRISIS AND CATASTROPHE PLAN

Translated 06/07/2016

This is a translation of Föreningen Ekonomerna's Swedish policy "Kris- och katastrofplan". In case of ambiguity in matters of dispute, the Swedish version shall always apply.

## 1. PURPOSE AND GOAL

The purpose of the crisis and catastrophe plan of Föreningen Ekonomerna, the Business Association at Stockholm University, is to create preparedness, allow for clear and coherent crisis management, and to develop response procedures to be implemented during serious incidents of varying scopes and sizes.

The crisis and catastrophe plan prioritises the following:

- The ability to establish a coherent approach to crisis management with clear delegation of tasks.
- To ensure that there is collaboration with other relevant bodies.
- To ensure effective media communication and the effective dissemination of information to the public, employees, members and families.

The goals established by the Föreningen Ekonomerna, the Business Association at Stockholm University, are as follows:

- Attain a good overview of the incident.
- Gather resources.
- Contribute towards regaining control of the situation.
- Minimise damages and consequences.
- Maintain confidence in the Association.

When accidents occur, all members of the Association have the right and the duty to initiate contact with the police and emergency services. This crisis and catastrophe plan is to be used to complement additional crisis and catastrophe plans already put in place by other social bodies.

## **2. INCIDENTS COVERED BY THE CRISIS AND CATASTROPHE PLAN**

The crisis and catastrophe plan applies to all serious incidents. A serious incident is understood to be: a difficult and often sudden situation that involves damage to personnel or materials, an event which damages the reputation of the and its ethics or which involves an impending risk that such damage may occur, or a difficult situation that arises from an insidious action. Such incidents require that the Association takes immediate and concerted measures in order to minimise the consequences. For this reason, serious incidents activate the crisis and catastrophe plan. Smaller accidents, such as damage to materials or to personnel that only have an impact upon operations within the organisation, and which do not fall under the rubric of serious incidents, can be handled at the level deemed sufficient. If it is necessary to undertake the repair of a building, then it may be necessary to coordinate with the company Akademiska hus. When it comes to damages to personnel during minor accidents, these can often be handled within the framework of the social network, for example via peer support. If the Board determines that further support is necessary, the student health service can provide support for crisis management.

When it comes to incidents that require direct management, the project manager is responsible for ensuring that the crisis and catastrophe plan is followed and for initiating the management process until the Board can take over the work. The management process should be carried out with regards to the size of the incident. If the project manager determines that the catastrophe is beyond his or her own management ability, or if another person remains at risk of danger, then help should be called for as necessary.

With regards to bar services, the service manager is always ultimately responsible for all related incidents. This means that the service manager is responsible for managing and delegating tasks during any incidents relating to excess consumption of alcohol and for any other similar incidents. If somebody has consumed alcohol in excess they should never be left alone. If the person is unable to go home on their own account, then appropriate help should be sought, for example from security, health services or the police. The highest priority is always saving lives.

## **3. THE MANAGEMENT PROCESS**

The management process is comprised of the following:

- Management
- Information
- Cooperation

The management process begins whenever management tasks are applied to the incident occurred and it ends perhaps several days later, when the incident is under control and normal management procedures are once more sufficient. Planning, execution and following-up are key words which define the process. In situations of crisis and catastrophe, the workload will be high round the clock, so solutions and personnel resources must be organised appropriately. New actors will be brought in at short notice, such as the emergency services, the police, health care personnel, etc. The management tasks must therefore be clear. Decisions are made under time pressure. The management situation is stressful, and in the beginning it may be characterised by unverified facts, rumours and high pressure from your surroundings. It is therefore very important to sort through the information, create an overview and develop a structure. The structure may contain priorities, specific measures and the delegation of important tasks.

#### **4. THE MANAGEMENT STRUCTURE**

It is important to establish the management structure in advance at both a centralised and a localised level. Roles and tasks must be clearly defined and differentiated from one another in order to avoid overlap.

During crises or catastrophes, a Central Management Group (CMG) should be established.

#### **5. CENTRAL MANAGEMENT GROUP (CMG)**

The organisation of a central management group (CMG) consists of (substitutes in parenthesis): President (vice President), second vice President (treasurer), Head of Marketing (Head of IT), Head of Corporate Relations (Head of International Affairs).

There should be at least one substitute for every member of the CMG so that work via solutions can be carried out continuously. If necessary, the CMG may be strengthened through the inclusion of predecessors of the affected operational areas and through advice from the Ministry of Marshalls.

The same decisions and delegations of authority taken under normal conditions also apply to the CMG. Deviation may occur however in acute situations when it may be dangerous to delay decision-making or when there is the chance that a serious crime may be committed through inaction. The decision to activate the CMG lies with the President (or vice President). If both of these individuals are absent, the decision may be taken by the second vice President, and if they are also absent then it should be taken by their appointed substitute.

## **Operational Categories**

As part of the preparation work, it is appropriate to clearly divide tasks across the following operational categories:

1. Situation Monitoring & Analysis – Head of Corporate Relations.
2. External Contacts (media, authorities, businesses, university contacts and other external parties) – Signatory (President).
3. Internal Information & Communication – Second vice President.
4. Documentation (secretary) – Head of Marketing.

## **Central Management Group Tasks**

The CMG is a management organ and deals with issues concerning:

- Framework for tasks.
- General planning and prioritising.
- Information measures, both internal and external.
- Measures concerning considerable personnel, materials or economic commitments.
- Temporary deviations from policies.
- Restoration and reconstruction issues.
- Legal issues.

### **The CMG cooperates directly with:**

- Emergency services.
- The police.
- Other national authorities.

### **The CMG is responsible for:**

- Media communication and information measures.
- Cooperation with the operational working groups.
- Ensuring that the Board and OMG are immediately informed when the CMG is activated.
- Ensuring that the Board is kept continuously up to date.

### **Preparations**

The following preparatory steps should be followed in order to enable CMG activation:

- Define members and train them in management and teamwork.
- Establish detailed action plans for serious incidents.
- Prepare premises and associated places.
- Impart knowledge to the group relating to the social bodies and individuals within the emergency services.
- Regularly carry out drills.

Template for activating the CMG and other materials such as checklists etc. should be distributed amongst those concerned.

### **6. OPERATIONAL WORKING GROUP (OWG)**

A local operational working group (OWG) may be appointed if necessary by the CMG.



## **Local operational working group tasks**

The OWG is an operational organ responsible for:

- Managing the Association's operations at the incident site in accordance with the tasks delegated by the CMG and with the resources made available to the OWG.
- Cooperating with the emergency services, police and health services, etc. at the incident site.