Tabletop Exercise: Crisis Management Scenario
Today’s objectives…

- Identifying useful lessons from past experiences
- Engaging in a “start-to-finish” table-top exercise
  - Start from a stable, ‘predictable’ event
  - Progress in an accelerated “real-time” to account for the evolution of a crisis
  - Stop at points to discuss and share ideas on procedures, best practices

Wrap-up…

Q & A
Crisis Management Exercise

Past experience...

- Crisis management in London
  - Cell phone towers shut-down
  - SMS, email, land-line, fax

- You might be dealing with students who “are not your own”
  - In a chaotic situation, students may flee/congregate in an ad-hoc fashion
  - Looking after others’ charges, crisis networking
**May Day - Friday, May 1**

- “International Workers’ Day”
- Trade unionists, pensioners, anti-capitalist globalisation organisations, students, political bodies

**Known, advertised protests**

- A march is planned from Clerkenwell Green to Trafalgar Square, where organisers will stage a large rally
- A May Day “street party” is also planned for Shepherd's Market in central London
Protest March

- A coalition of known, ‘mainstream’, groups have distributed information on their protest march via Internet, email, text messages, and leaflets.
“Street Party”

- Information has also come to light that a previously-unknown group is organising a ‘street party’ demonstration after the protest march.
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What is your action plan?
April 29:

- A faculty member reports to you that she/he has noticed materials or heard rumors from students...

- Anarchist group(s) are planning to ‘hijack’ non-violent protests on May Day in order to carry out potentially violent and disruptive acts
LESSON LEARNED!

- It is important to train faculty & students to be attentive to “local issues” and recognize potentially suspicious activity or possibly disruptive events.

- The second element is having a clear method for faculty & students to REPORT information to someone who is responsible for safety & security.
How will you adjust your action plan?
On the day of the events, at approximately 2pm, ‘unofficial’ channels and news outlets are reporting some type of disturbances somewhere along the parade route.
What is your crisis mgmt plan?
Reliable reporting is becoming available, three small IEDs have been detonated at different locations in central London, at least one near where study abroad programs operate.

There **ARE** serious injuries reported, but exact numbers and identities of victims are unknown.
What is your emergency action plan?
Wrap-up...

- Communication
  - Hotline
  - SMS / email / cell phones
  - Comms up-to-date?

- Transportation
  - Safe haven / rally points
  - Evacuation

- Post-incident recovery
  - Counseling
Q & A