



Use this checklist to help make an immediate plan:

Team

- All members of the team accounted for and out of danger of potential loss of life
- All team members informed and in good mental health.

Travellers

- All customers in country accounted for, and out of danger.
- All customers in country informed of the situation, and immediate mitigation strategies discussed so they fully understood what relates to them (repatriation, rescue etc).
- All customers due to arrive in the country informed, and situation explained to them.

Suppliers

- All suppliers accounted for and out of danger.
- All suppliers informed and communicated with and some immediate mitigation strategies agreed.

Industry Partners

- Domestic industry partners accounted for and communicated with.
- International industry partners informed about the situation.

Finances

- A quick assessment made of current available resources, liabilities and debts.
- Review of current cancellations policies and compensation mechanisms in light of the current crisis. Any modifications to be made immediately.

Communication

- Outward facing communications changed immediately to reflect the current status, on social media channels and your website. Consider adapting your email signatures to include a statement that reflects the current situation.
- All suppliers contacted apprising them of the current scenario and its implications.
- All industry partners contacted apprising them of the current scenario and its implications.
- Communication with teams should be honest, informative and encouraging team spirit.
- Communication with suppliers should be helpful with a key message, “we are together in this crisis”, how can we help, how can we support.
- Communication with communities and government should be helpful and collaborative.

Leadership Style

- At the mitigation stage of crisis management, the leaders should showcase empathy and concern but at the same time be informational and strong, building on trust that subsequently develops.