WELCOME TO THE RISKNZ LUNCHTIME SEMINAR
June 2020

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RiskNZ: Covid-19 Crisis Management & Communication

F24

Martin Petts, F24

Public

Agenda

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- **Differing Types of Potential Waves**

- **Dealing with the Return to Near Normal**

- **Crisis Phases**

- **Effective Communications**

POLL QUESTION

Will New Zealand need to re-open its borders for business before the risk of re-introducing Covid-19 is over?

Differing Types of Potential Waves

1. Recurring small outbreaks (NZ?)

2. Enormous second wave bigger than the first

3. Persistent crisis waves

Illustration of Potential Waves

April 2020

Recurring Small Outbreaks — Enormous Wave — Persistent Waves — Timeline
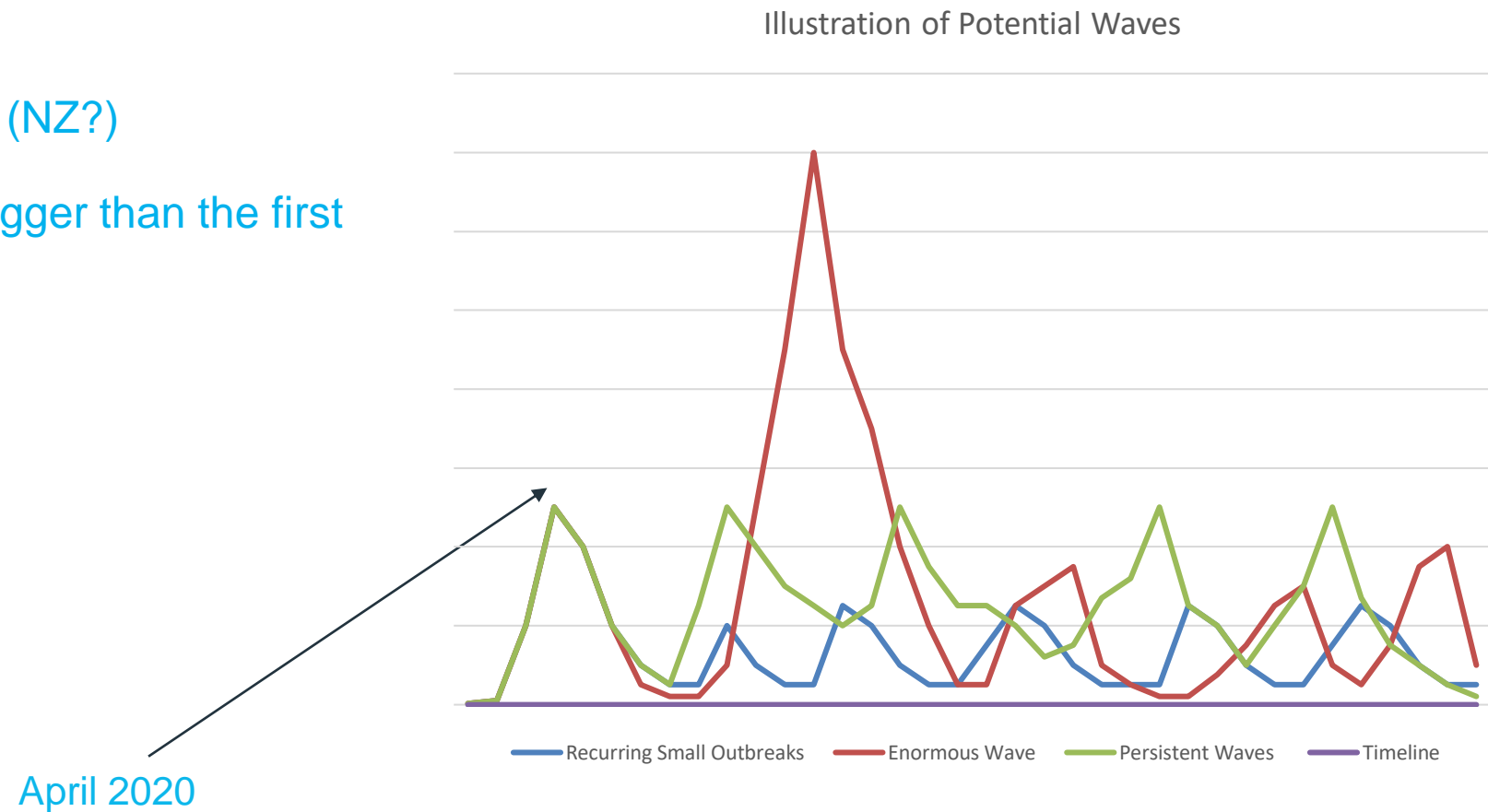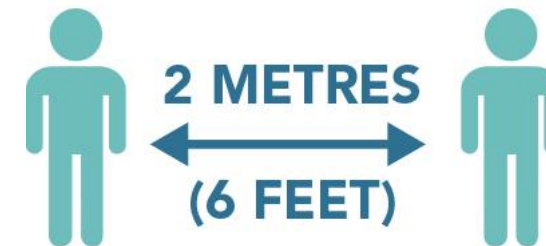
Return to Normal Working?

What will the new normal look like?

- Physical Distancing in the workplace

- Increased measures to track and trace

- Increased home working – distributed workforce

- Staggered shifts

- PPE for employees/customers/suppliers

- Comprehensive incident reporting
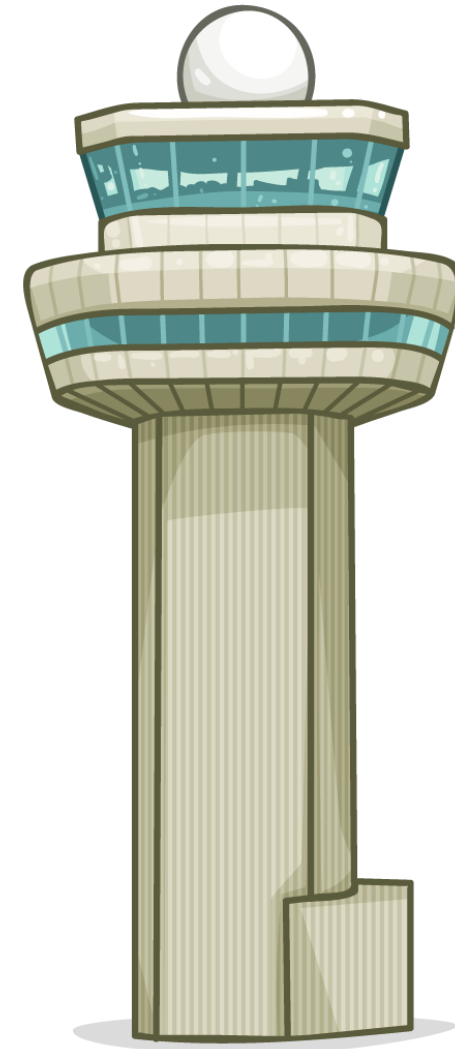
Organisations need to be Agile and Flexible.

Now is the time to shift from Business Continuity and move to Crisis Management mode!

Effective Crisis Management

Establish Command & Control to Manage Crisis Phases:

- Monitoring

- Mobilisation

- Handling

- Normalisation

- Evaluation

Monitoring

- Adapt and change Continuity Plans where necessary

- Create incident Check Lists/Action Cards

- Define groups of contacts for escalation purposes

- Update employee contact details

- Define message templates for communications

POLL QUESTION

Is your organization planning for a second (and third) wave of Covid-19 infection in New Zealand?

Mobilisation

Handling

- Create and log the Incident

- Distribute tasks from prepared checklists

- Enable Telephone Conference Calls / Meetings

- Establish incident running logs

- Ensure multiple incidents can be effectively managed

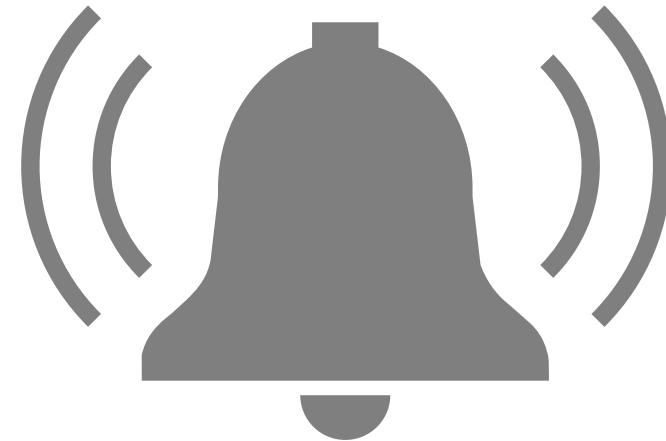- Create exclusion zones and communicate updates
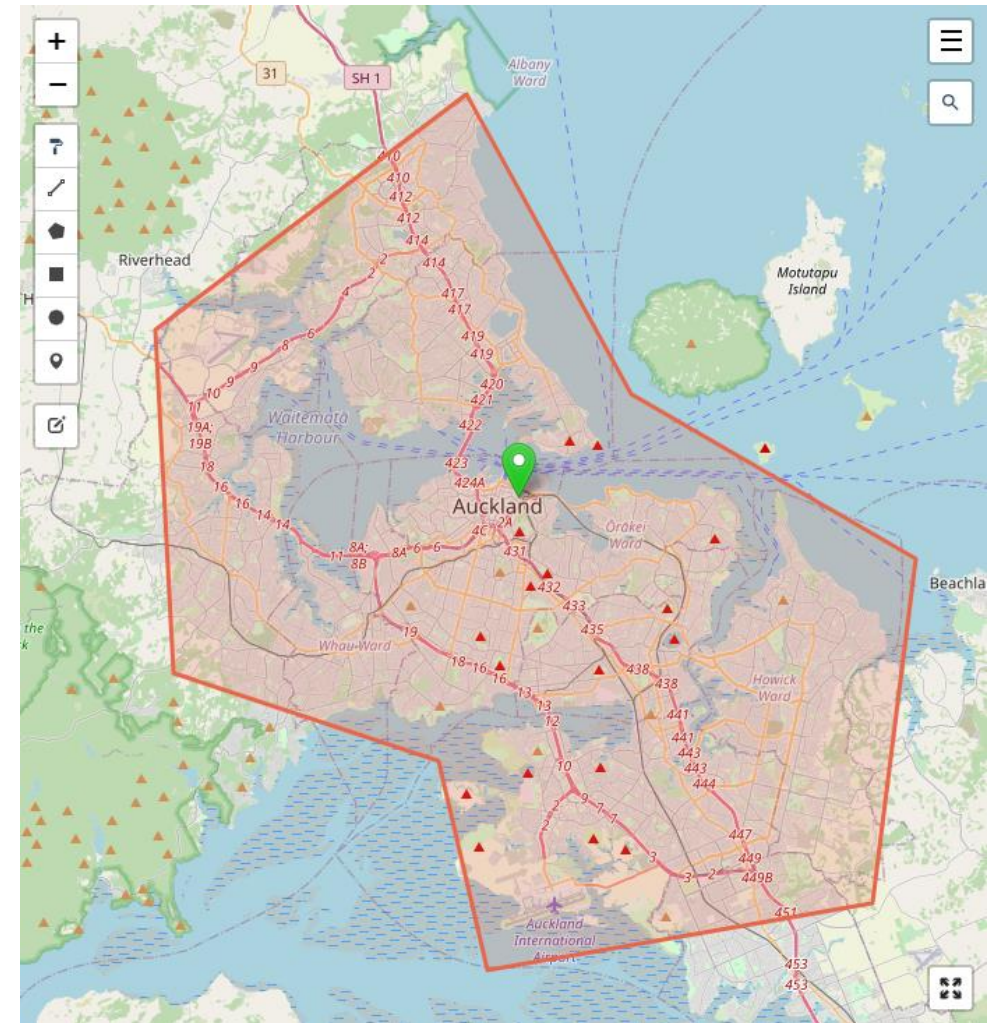
Normalisation

Adapt and enable plans and checklists to achieve the new normal

Considerations:

- Employee Care

- Strain on IT

- PPE Equipment for employees

- Managing & Reporting Employee Cases

- Exit Strategy

Communicate changes to stakeholders!

Evaluation

- Extract the incident reports / logs

- Evaluate and define lessons learned

- Collaborate internally and evaluate risks

- Adopt new legislation and regulations

- Report to key stakeholders; internal/external

- Update & review contingency plans

POLL QUESTION

Has your organization experienced a second (or third) crisis event in parallel with the Covid Crisis?

Flexible & Reliable Incident Management
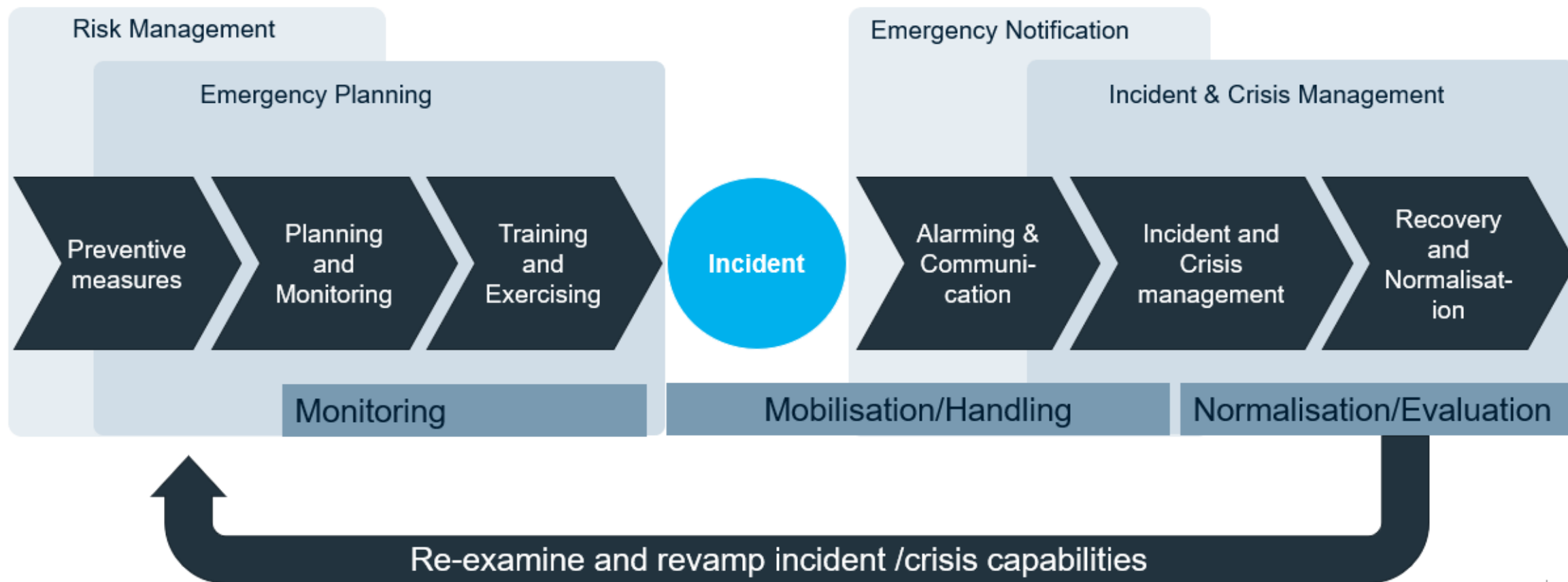
FACT24 – ENS & Crisis Management in One

FACT24

Integrated solution for proactive Crisis Management and Emergency Notification

FACT24 ENS

FACT24 CIM

Secure and comprehensive emergency notification services

Proactive Crisis Management

F24 – That great feeling when your company is equipped to deal with any critical situation.

#1 | Europe's leading SaaS provider for alerting and crisis management as well as critical business communications

20 | years experience

1 | First and only European provider listed in the Gartner Report for EMNS

180+ | employees worldwide

Brussels
Luxembourg City
Munich (HQ)
Trondheim
Zurich

London
Madrid
Paris
Vienna

Mexiko City

Dubai

Santiago de Chile

Auckland
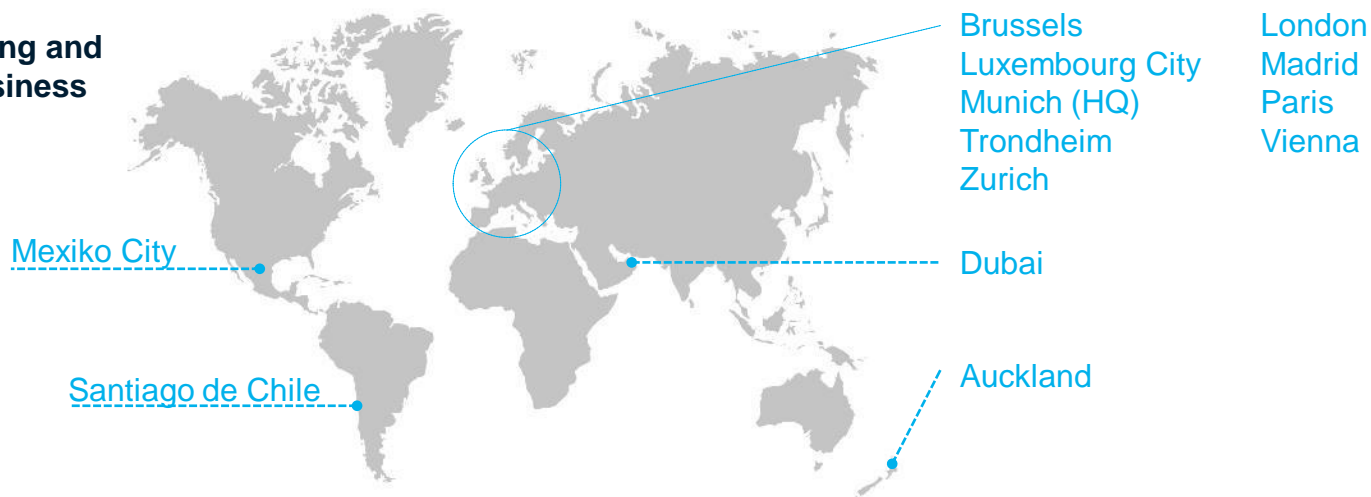
2,500+ | customers all over the world

<3% | churm rate[1]

[1] long-term average since 2008

24% critical business communication

EUR 31.7 m FY2019[2]

76% alerting and crisis management

[2] pro-forma
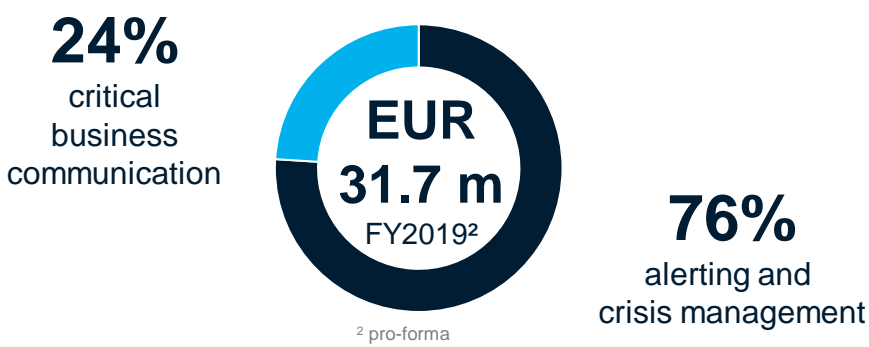
53% of DAX30 companies supplied

>10% of Europe's top 500 companies supplied

More than 2,500 customers worldwide trust the F24 group.

Automotive Industry	Transport und Logistics	Airlines	Energy	Manufacturing	IT and Tele-communications	Healthcare Section	Public Organisations	Financial Services
Audi	aena	AeroMexico	ALPIQ	Aurubis	3M	ASKLEPIOS	BSH Bundesamt für Seeschiffahrt und Hydrographie	Allianz
BMW GROUP	BVB	AIRBUS	bp	Beiersdorf	Atos	DSM	Statens vegvesen	BANQUE DE FRANCE
Continental	DHL	EUROCONTROL	e·on	BOSCH Invented for life	Capgemini	MRI Klinikum rechts der Isar Technische Universität München	Generalitat de Catalunya	BNP PARIBAS
DAIMLER	Dublin Airport	Eurowings	REPSOL	EVONIK KRAFT FÜR NEUES	IBM	Les Hôpitaux Universitaires de STRASBOURG	LANDESKRIMINALAMT NIEDERSACHSEN	CREDIT SUISSE
MAN	Hamad International Airport QATAR	Lufthansa	RWE	THE LINDE GROUP	SAP	Roche	OECD	COMMERZBANK
PORSCHE	Hermes	RYANAIR	Shell	SIEMENS	Telefónica	Simplyhealth	pôle emploi	LUXEMBOURG STOCK EXCHANGE
VW	Hertz	SWISS	TOTAL	SOLVAY	T··Systems·	STADA	Stadt Zürich	Santander
ZF	Köln Bonn Airport	vueling	VATTENFALL	Unilever	vodafone	wellcome	LUXEMBOURG	UBS

Meet The Speaker

Martin

Petts

Martin is responsible for F24 in the Asia Pacific & Australasia region, with a passion for crisis management and assisting clients to become more efficient, automated and collaborative to professionally handle any emergency situation.

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Thank you very much for your attention!

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RISK NZ

THANK YOU FOR JOINING OUR LUNCHTIME SEMINAR

Website: www.risknz.org.nz | Linkedin: www.linkedin.com/company/risknz/

Being Agile & Flexible to Handle Any Critical Event

When an event hits your organisation…

…you need to:

Alert teams and employees efficiently

Communicate easily and securely

Manage and monitor tasks and events in a structured manner

Document everything audit compliantly