



Crisis Management

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RESPONSE & RESPONSIBILITY

How you respond to a crisis?
Are you responsible for the crisis?

Responsibility

- **Corporate manslaughter** is a criminal offence in English law, being an act of homicide committed by a **company** or organisation. In general, in English criminal law, a juristic person is in the same position as a natural person, and may be convicted for committing many offences.
- **Gross negligence manslaughter** is a form of involuntary manslaughter where the defendant is ostensibly acting lawfully. Involuntary manslaughter may arise where the defendant has caused death but neither intended to cause death nor intended to cause serious bodily harm and thus lacks the mens rea of murder.

Who is responsible



Corporate Client



Agency



Airline



Hotel/Venue



DMC/Ground Agent

Are you responsible?

- Did you recommend it?
- Did you book it?
- Are you invoicing for it?
- Are you an agent or a principal? - have you marked it up?
- Did you check your supplier?



RESPONSE & RESPONSIBILITY

How you respond to a crisis?
Are you responsible for the crisis?

Response

- When an emergency occurs, the need to communicate is immediate. ... An **important** component of the preparedness program is the **crisis communications plan**. A business must be able to respond promptly, accurately and confidently during an emergency in the hours and days that follow.
- **Crisis management** solutions and resolutions will depend on the type of industry or field, but all supervisors, regardless of industry, should envision worst-case scenarios in order to develop effective **crisis management** team members and determine responsibilities, leadership **roles**, and functions as part of a plan of response.



We are all responsible for our response to
a crisis

CRISIS

What do you consider a crisis?

“Any incident which has the potential to affect short or long term confidence in an organisation or which can interfere with its ability to continue operating normally”



What is a crisis?

Crises are typically categorised with two levels according to their severity and impact

Level 1	Major incident with serious injury and/or loss of life	Any incident involving a number of delegates and/or staff where loss of life or a major threat to their safety has occurred is classified as a major incident and full crisis response procedure will normally be invoked.
Level 2	Serious incident with NO serious injuries and/or loss of life	Any incident involving a number of delegates and or staff with NO loss of life but there is a threat to their safety and travel arrangements are impacted classifies as a serious incident. The incident would not normally invoke the full crisis response procedure. However each “Emergency Team” leader should review the list of responsibilities and act accordingly.



Prevention & Crisis Management Plan

How to be prepared in a crisis

BCD M&E Company Standard (SOP's) Onsite Crisis Management Plan

Event Safety Plan - H&S Checklists, Risk Assessment

BCD Global & UK Emergency Response Team/Duty Manager Role

Onsite Documents External Support - Alan Law (AFL Associates)



**Any
Questions?**