



UPLAND'S NATION CRISIS MANAGEMENT PLAN

1.1 Introduction

The purpose of this document is to provide practical advice to full-time staff, the board and other stakeholders in the nation in the event of an emergency or death related to the nation's activities. It includes guidance on how to create a supportive atmosphere for those involved, a review of the nation's crisis organisation and practical support on what to do if something unexpected happens.

1.2 What is a crisis?

Crises can take different forms. They can be events that affect individuals or groups as well as entire operations or the organisation as a whole.

Examples of what can characterise a crisis are serious events such as:

- Strikes suddenly, unexpectedly and unpredictably.
- Is beyond the control of the person/Uplands nation.
- Can cause major life changes or cause human suffering.
- Is perceived to pose a serious threat to the individual, group and/or organisation.
- May damage confidence in the Uplands Nation or student nations as a whole.

Different types of crises:

- *Sudden*: A sudden event can be an accident, death, fire or extensive damage to the nation's premises, etc. The alarm is usually raised immediately and in connection with the event and the crisis is a fact.
- *Creeping*: A crisis can creep up through a series of interlinked events. Those involved in the organisation probably already have information about the events and, after an overall assessment of the development of events, a decision can be made to convene the crisis organisation.
- *Crisis of confidence*: In a crisis of confidence, the credibility of the nation is called into question. Such an event could be triggered by, for example, fraud, negligence of resources, questionable decisions, non-compliance with government decisions, etc.

In a situation involving an emergency crisis, the initial response aims to stabilise the situation and ensure that more people are not affected. What is sought in this situation is above all security and calm.

1.3 Crisis management

Crisis management is based on three principles

- *Responsibility principle*: Means that whoever is responsible for a certain activity under normal conditions has a corresponding responsibility for an activity during a crisis.

- *The principle of equivalence:* means that the location and organisation of operations should, as far as possible, be the same in normal and crisis conditions.
- *The proximity principle:* means that a crisis should, in the first instance and for as long as possible, be dealt with where it has occurred and by the person(s) most closely responsible and affected.

1.4 Responsibility

Office holders are responsible for their activities and the people on the nation's premises where one is responsible. In the event of a crisis, the person in charge is responsible for alerting 112 and directly informing the responsible full-timer.

The Board is responsible for ensuring that a crisis management team is in place as well as to monitor compliance with this action plan.

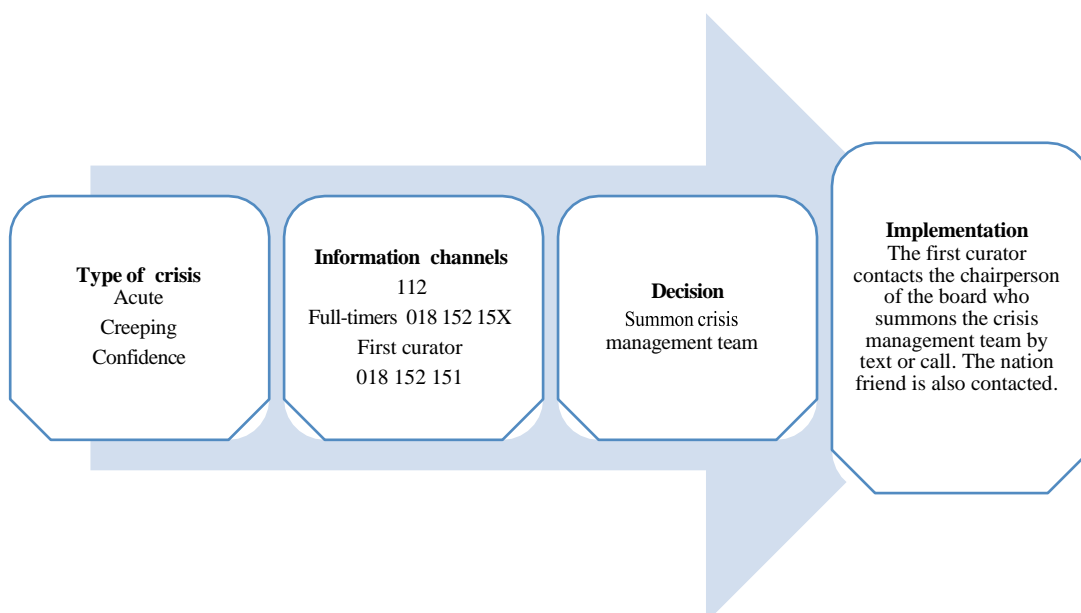
Full-timers are responsible for managing and stabilising the crisis under the supervision of the crisis management team and for training staff in crisis management procedures and guidelines relevant to their activities (emergency numbers, fire drills, first aid kits, etc.) in the normal course of business.

The first curator is responsible for informing staff, summoning relevant parties, and ensuring that contact lists for all active participants are available for quick contact.

1.5 The alarm chain

In the event of immediate danger to life, health or property, 112 must be contacted as well as the nearest full-timer, who in turn contacts the first curator who then connects the other parties involved.

ALARM CHAIN

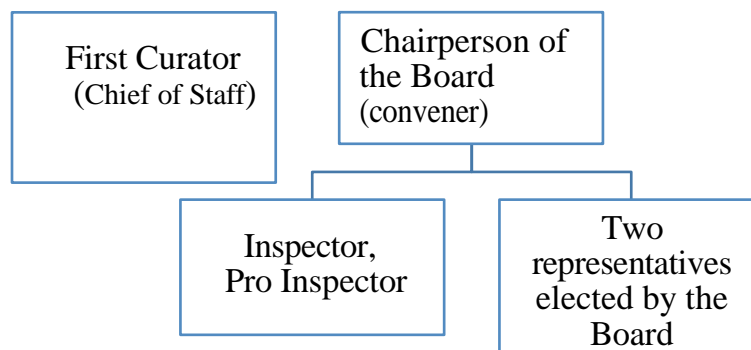


1.6 Crisis organisation

The crisis organisation consists of a crisis management team and a crisis handling group. The crisis management team leads the strategic crisis management work. The crisis handling group carries out the operational crisis management work on behalf of the crisis management team. For all functions in the crisis organisation there must be a designated substitute.

1.6.1 Crisis management

The Crisis Management Team leads the strategic work on the crisis and is chaired by the chairperson of the Board. This is the composition of the crisis management team; other functions can be co-opted to the crisis management team at its discretion:



The responsibility of the crisis management team in a major crisis is to:

- Gather a common understanding of the crisis and its extent as soon as possible.
- Decide whether to temporarily suspend all or some of the nation's activities.
- Instruct the Crisis Management Team on what actions need to be taken.
- Follow up to ensure that the work is going in the right direction.
- Work out who else might be affected and work together
- Agree on a time for the meeting/information session so that as many people as possible receive the same information.
- Ensure that the crisis management team is relieved.

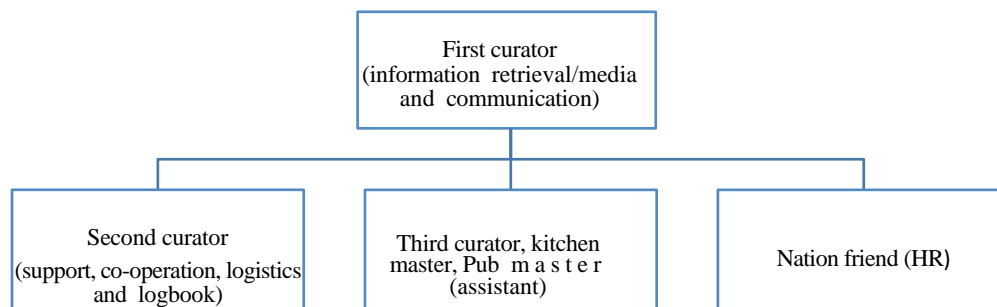
The chairperson of the Board convenes the meeting and is responsible for ensuring that there are appointed representatives and alternatives for all positions in the crisis management team.

The first curator is the chief of staff and leads the work of the crisis handling group, reports to the crisis management team and takes care of communication throughout the organisation.

In case of death, always contact 112.

In the event of a workplace accident or serious incident, the Work Environment Authority must be contacted immediately. In case of environmentally hazardous emissions, the municipality should be contacted.

1.6.2 Crisis management team



The crisis handling group is responsible for operational work on behalf of the crisis management team and is led by the first curator. There are a number of functions in the crisis handling group, consisting of the full-timers and the nation friend. Other functions can be co-opted to the crisis management group after assessment by the crisis management in each individual case.

The tasks of the Crisis Handling Group consist of:

- Carrying out operational work on the crisis on behalf of the crisis management team.
- Continuously informing the crisis management on the development of events
- Creating a common picture of the current situation of the crisis
- Co-operating with other external actors and authorities
- Supporting those responsible for managing crises
- Coordinating internal and external information (contact with the media)
- Follow-up on implemented actions
- Keeping a logbook

The following responsibilities are always present in the crisis management team.

The first curator contacts the following parties:

1. Chairperson of the Board (who convenes the crisis management team)
2. Nation friend
3. University emergency number 018 471 25 00
4. University Church 018 155 050
5. Curator curatorum 018 480 150 (who informs other nations.)



The crisis management team and the crisis handling group meet as soon as necessary. No information is released other than through the official channel (1Q). Always refer to 1Q for questions.

The crisis management team will make sure to:

1. Provide victims with support.
 - a. Ensuring physical security.
 - b. Avoiding exposing those affected to additional stress or strong impressions.
 - c. Facilitating access to family members for those affected.
 - d. Helping the affected get home, arrange for a lift or taxi. *Be aware that it may not be appropriate for victims to be left alone, assess whether there is a need to secure support at home.*
 - e. Provide information on where those affected can go for further help.
2. Keep good relations with universities and other authorities.
3. Organise a possible meeting place with coffee, sandwiches, tissues, people to talk to.
4. Provide information through a common channel to prevent rumours from spreading.
 - a. Ensuring that the relevant office holders, relatives or friends are informed (ensure that the information is factual and not speculative).
 - b. In the event of a press conference/ meeting, ensure that the nation friend is present to deal with people who need personal support.
5. In the event of death, coordinating a memorial service, flying the flag at half-mast at a memorial service or funeral. Possible participation in the funeral.
 - a. Provide space for those involved to talk about what happened.

The Board shall

1. Evaluate the work, what worked, what can be done better?
2. Ensure that the report is documented and that the experiences are recorded.
3. Ensure that crisis management resources are given the opportunity to engage in relief counselling and processing.

1.6.3 rollers

Chief of Staff. (1Q) leads and allocates the work of the crisis handling group based on the crisis management team's mission. The Chief of Staff is responsible for continuously informing the crisis management team about the situation and the development of events in the crisis. The role of the Chief of Staff includes ensuring that decisions made by the crisis management team are implemented.

Information gathering. (1Q) is responsible for gathering information on the crisis and creating a common situational awareness.

Media and communication. (1Q) is responsible for coordinating internal and external communication.

HR. (Nation friend) is responsible for providing support in the first instance to the responsible manager and for dealing with office holders and members affected by the crisis. Ensures relevant support to the responsible managers as well as to the staff and students affected. The nation friend is also responsible for coordinating the nation's mourning efforts (memorial, memorial service, flagging).



Support. (2Q) is responsible for ensuring that the necessary equipment is in place, that the logistics of the group work and that a logbook is kept.

Collaboration. (2Q) is responsible for collaborating with other actors such as the property board, insurance companies and authorities.

Experts. Can be called in to deal with issues in a specific subject area e.g. National Lawyer, POSOM, University Crisis Management Team, University Church.

2. Management plan

For those who find themselves in an emergency crisis event on or near the nation.

1. **Call 112 for emergency assistance!** (in case of danger to life, property or the environment)
State your name, location, what happened, the extent of the incident, who is involved. Here you can reach the ambulance, fire brigade, police, poison information centre, priest on duty, emergency room and special emergency service.
2. **Call the person in charge.** After you have given a statement, they will call the other full-timers and take over the responsibility.

018 152 151 (1Q)

018 152 152 (2Q)

018 152 153 (3Q)

018 152 154 (KM)

18 152 155 (PM)

3. Receive emergency vehicles - show the way for emergency services and police.
4. Evacuate the premises if necessary. Meeting point in the garden or Orphei Drängar's place.

Get an overview:

- What has happened?
- How many people are affected?
- Is anyone injured?
- Is there anyone left in the accident area?
- Protect victims from further stress, do not leave them alone. Provide compassionate support.

Full-timers inform the first curator who convenes the crisis organisation.

Annex A

FIRST AID AND PREPAREDNESS CHECKLIST

The checklist template was last updated on 10 May 2017 by Markus Sjölen Gustafson.

	Yes, the requirements are met	No/Partial action is needed	Not applicable	What measures can taken
1. Workplace risk assessment				
Are those on the nation trained around safety procedures, fire training, etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Always inform on kickoff and at hearings; write an information sheet, create an information board. If possible, try to use established channels
Are statistics on accidents and incidents kept?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are risk analyses of the premises and activities carried out?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conduct regular reviews at committee meetings.
Do office holders know where they can get first aid, fire equipment and telephone lists?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Show them the management plan; carry out an information campaign; show where the person can get access to the information
Are the emergency response procedures regularly updated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the information activities above happen in English?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments:				



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	<i>Yes, the requirements are met</i>	<i>No/Partial action is needed</i>	<i>Not applicable</i>	<i>What measures can taken</i>
2. equipment				
Are first aid kits available? Are they regularly reviewed? to ensure that everything is in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Talk to KM about briefing, make sure they place an order if bandages or similar are missing.
Are there fire blankets, fire extinguishers and do they work well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an equipped mourning box?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Box containing photo frame, candles, condolence book, pens, handkerchiefs, etc.
Is there a full contact list for office holders with ICE phone numbers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mandate 1Q to create one.
Comments:				

	Yes, the requirements are met	No/Partial action is needed	Not applicable	What measures can taken
3. training and information				
Are staff trained in fire safety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Create procedures for fire training?



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Do all office holders
know where the
assembly point, fire
extinguisher, first aid
and telephone lists exist?

☐☐☐

Carry out an
information campaign

Are there visible
placards? Signs in
place?

☐☐☐

Get help from
second curator to
fix the signage.
Remember to post
the address and
directions on the
appropriate places.

Is there a safety
calendar?

☐☐☐

Comments:



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