

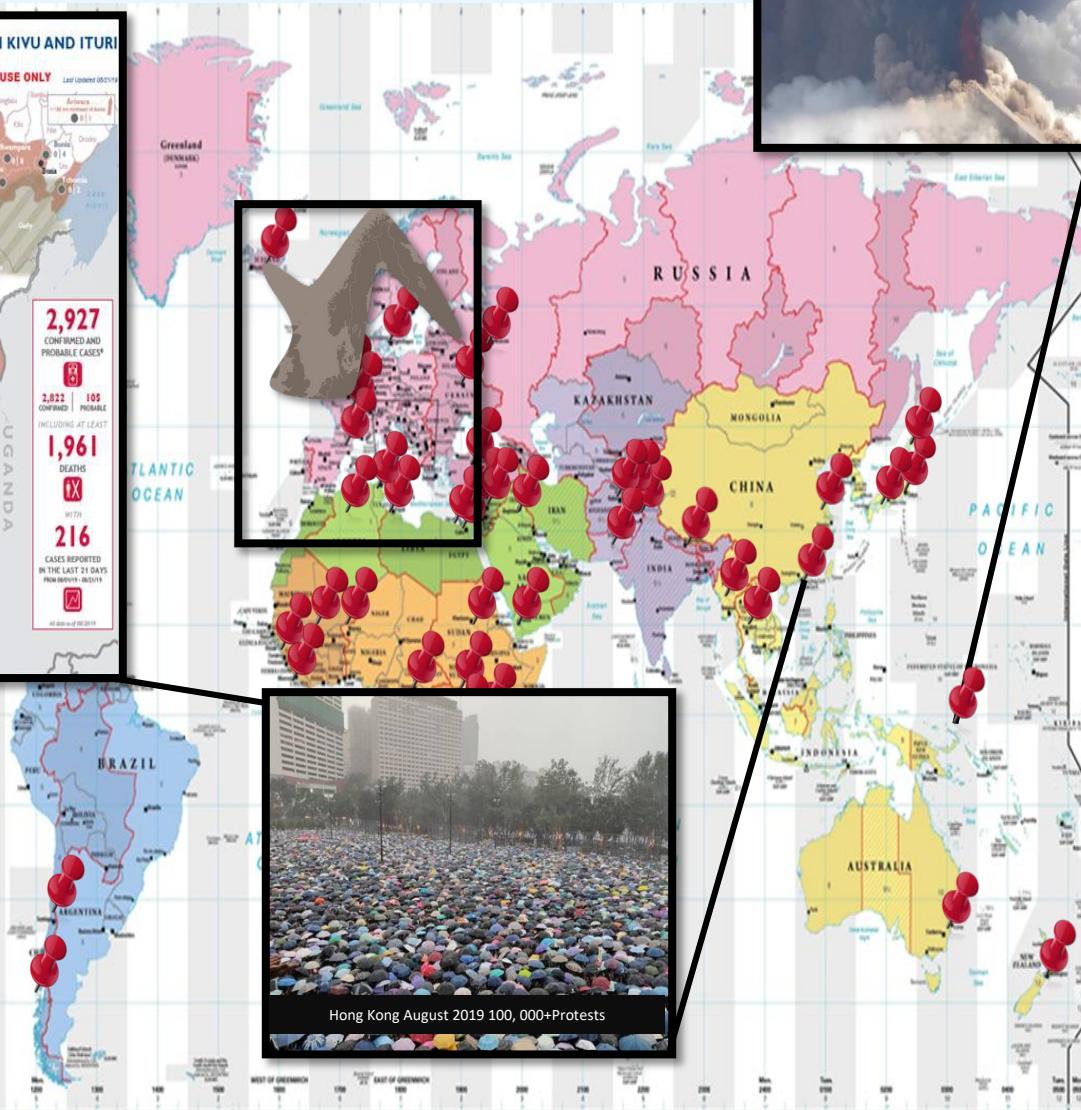
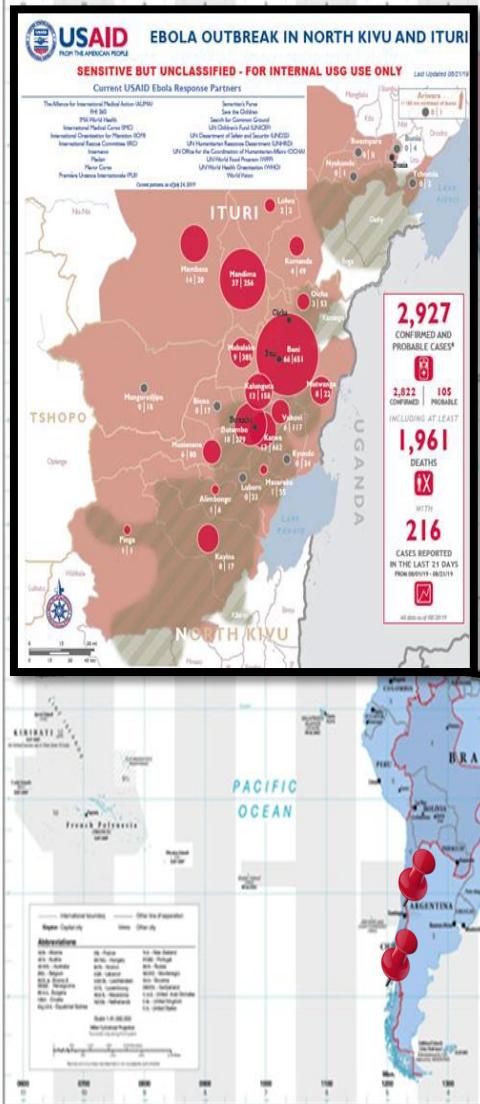


Foreign Service Institute

National Foreign Affairs Training Center
Leadership and Management School

Crisis Management









Radisson Blu

BAMAKO

U.S. Embassy

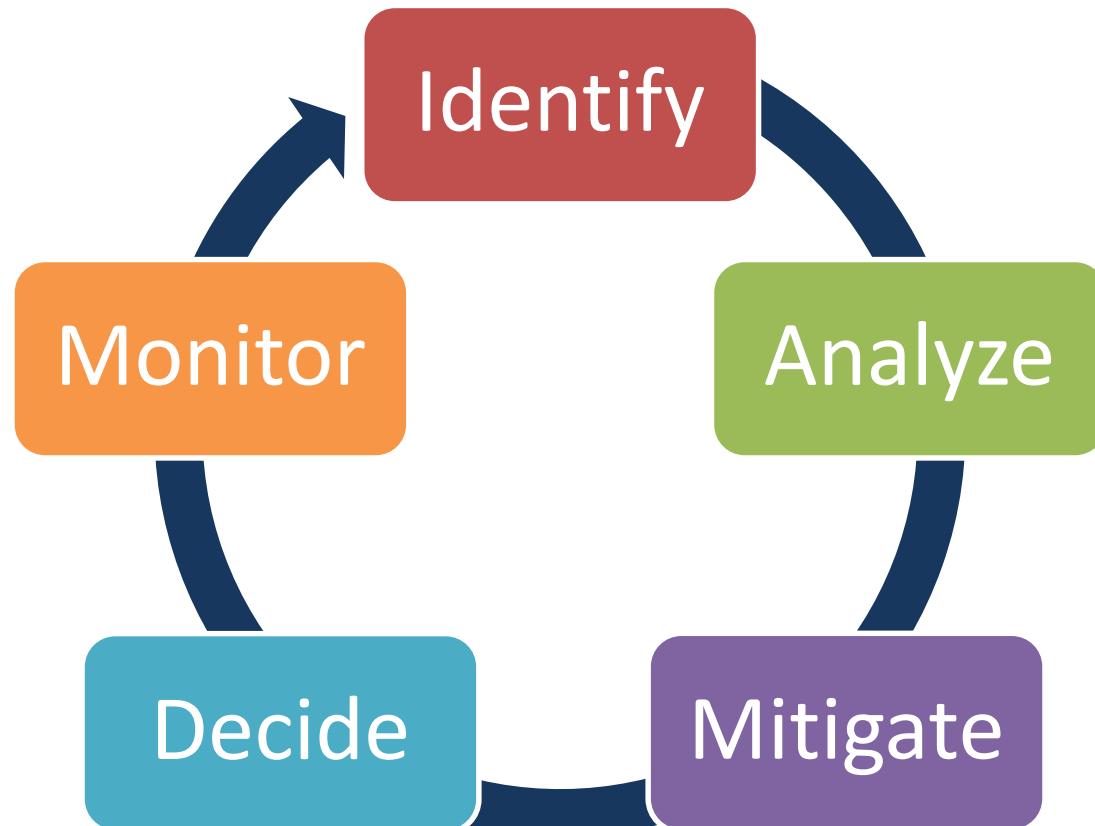


Scenes from the Radisson





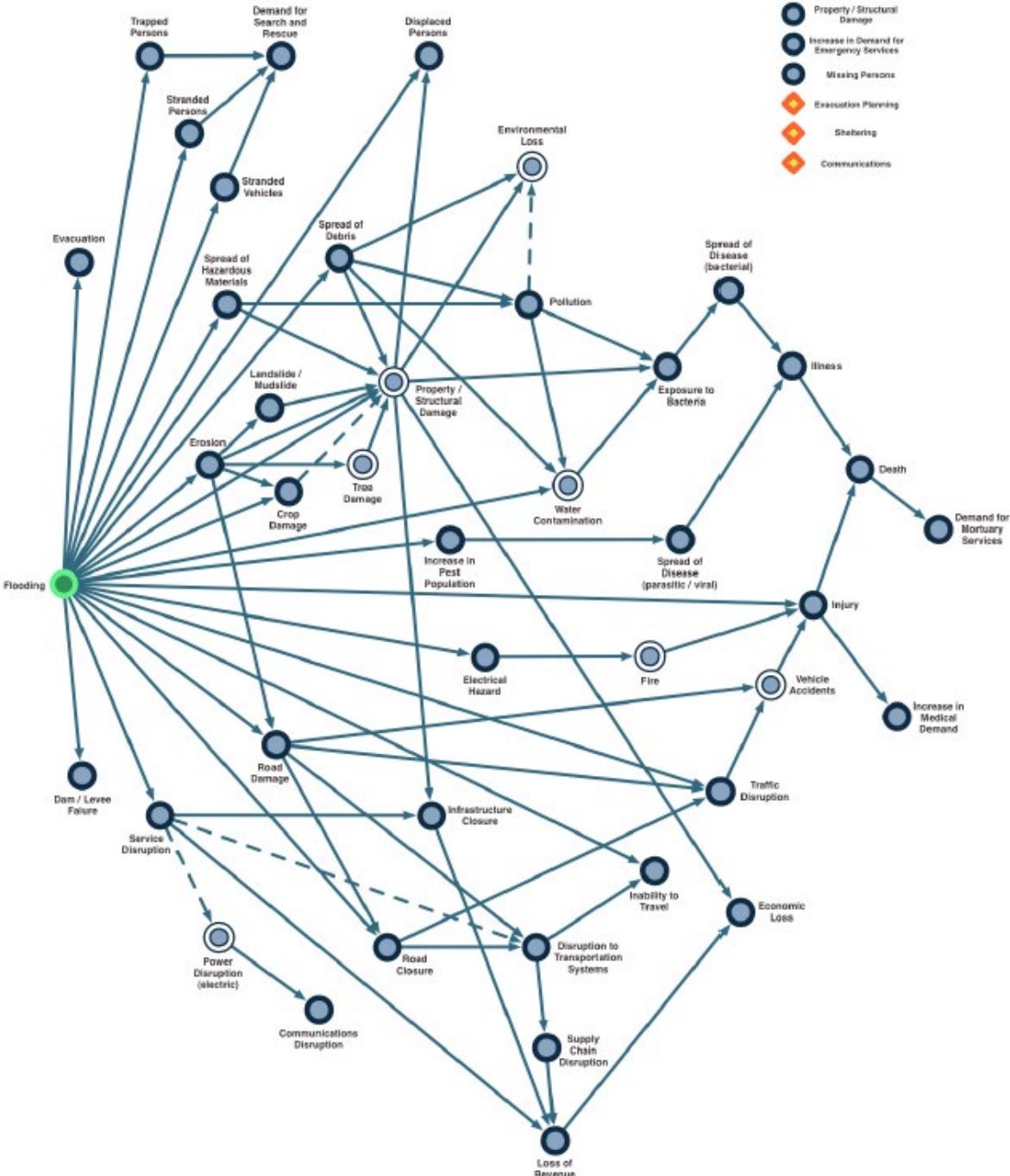
Risk Management





FEMA

The Full-Spectrum Risk Knowledgebase



Myanmar



River flood High

Urban flood High

Coastal flood High

Landslide High

Cyclone High

Extreme heat High

Wildfire High

Earthquake Medium

Tsunami Medium

Volcano Medium

Water scarcity Low



Yangon



River flood

High

Coastal flood

High

Cyclone

High

Extreme heat

High

Wildfire

High

Urban flood

Medium

Earthquake

Medium

Tsunami

Medium

Landslide

Very low

Water scarcity

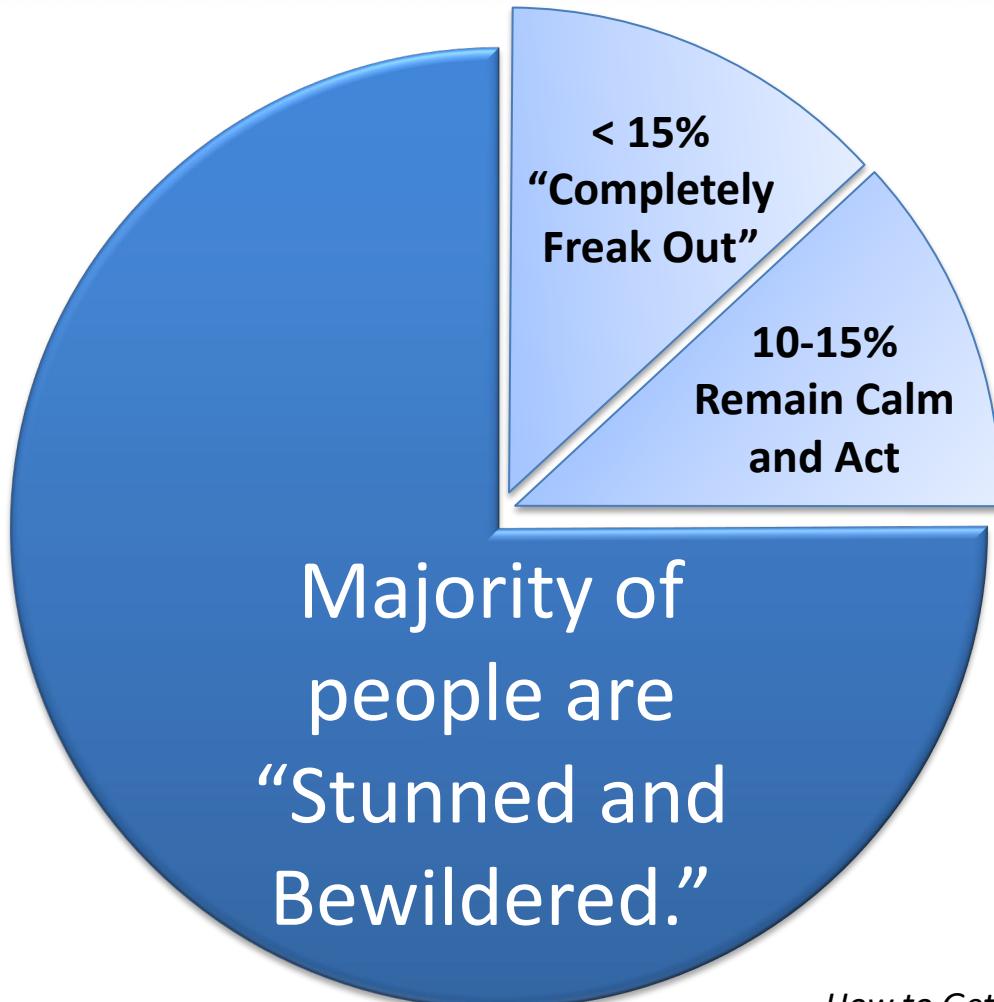
Very low

Volcano

HAZARD LEVEL



How Do You React in a Crisis?



Amanda Ripley,
How to Get Out Alive, Time Magazine (2005)

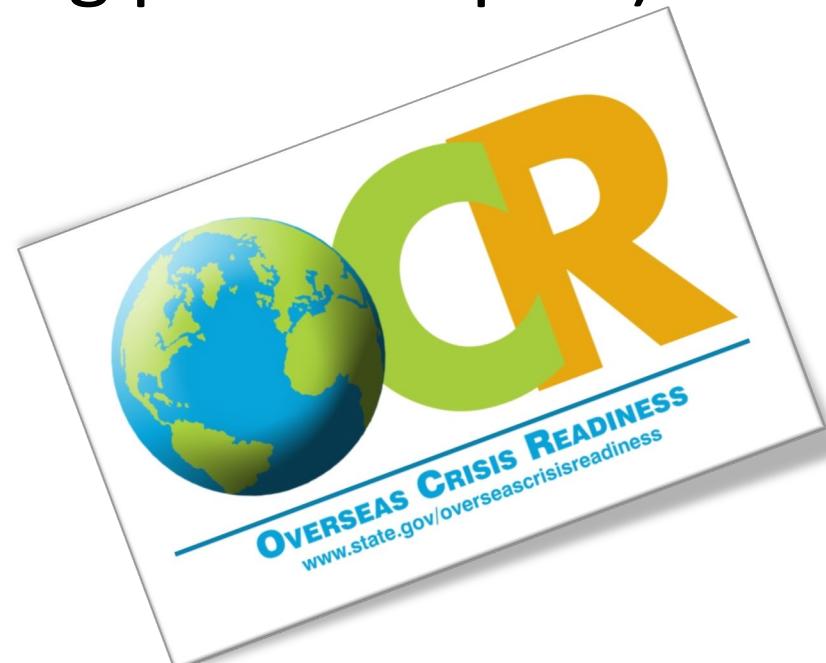
Personal Preparedness



Personal Preparedness



- Situational Awareness
- Family plans (including plans for pets)
- Resources
- Self Awareness
- Go Bag



Personal Preparedness



What's in your Go-Bag?

- ✓ Extra clothing
- ✓ Medications
- ✓ Extra glasses or contacts and prescriptions
- ✓ Passports (with required visas)
- ✓ Personal checks
- ✓ ATM and credit cards



Mission Preparedness



- Threats and Vulnerabilities
- Emergency Action Plan
- Roles and Responsibilities
- Communication
- Training and Drills

Mission Preparedness



Training	Drills/Exercises
<ul style="list-style-type: none">■ Fire Extinguisher Use■ Bomb Search Procedures■ Suspicious Substance Procedures■ Operation of Communication Equipment■ Recognition of Imminent Danger	<ul style="list-style-type: none">■ Fire Evacuation■ Bomb Threat■ Post Emergency Notification System■ Duck and Cover■ Movement to Safehaven■ Crisis Management Exercises

Mission Preparedness



Safe Havens, Safe Areas, Off-Site Safe Areas

Command & Alternate Command Centers

Plan



Content

- Post's crisis response capabilities and limitations
- Policy guidance and checklist templates
- Surveys, lists, inventories, and other detailed information

Plan

- ➊ Bomb
- ➋ Fire
- ➌ Civil Disorder
- ➍ Internal Defense
- ➎ Destruction of Sensitive Material
- ➏ Weapons of Mass Destruction and Other Hazardous Materials
- ➐ Hostage Taking
- ➑ Hijacking
- ➒ Assistance to US Citizens in a Major Accident or Disaster
- ➓ Assistance to Host Gov't in a Major Accident or Disaster
- ➔ Drawdown and Evacuation
- ➕ Receipt of Evacuees



Command



Evacuation



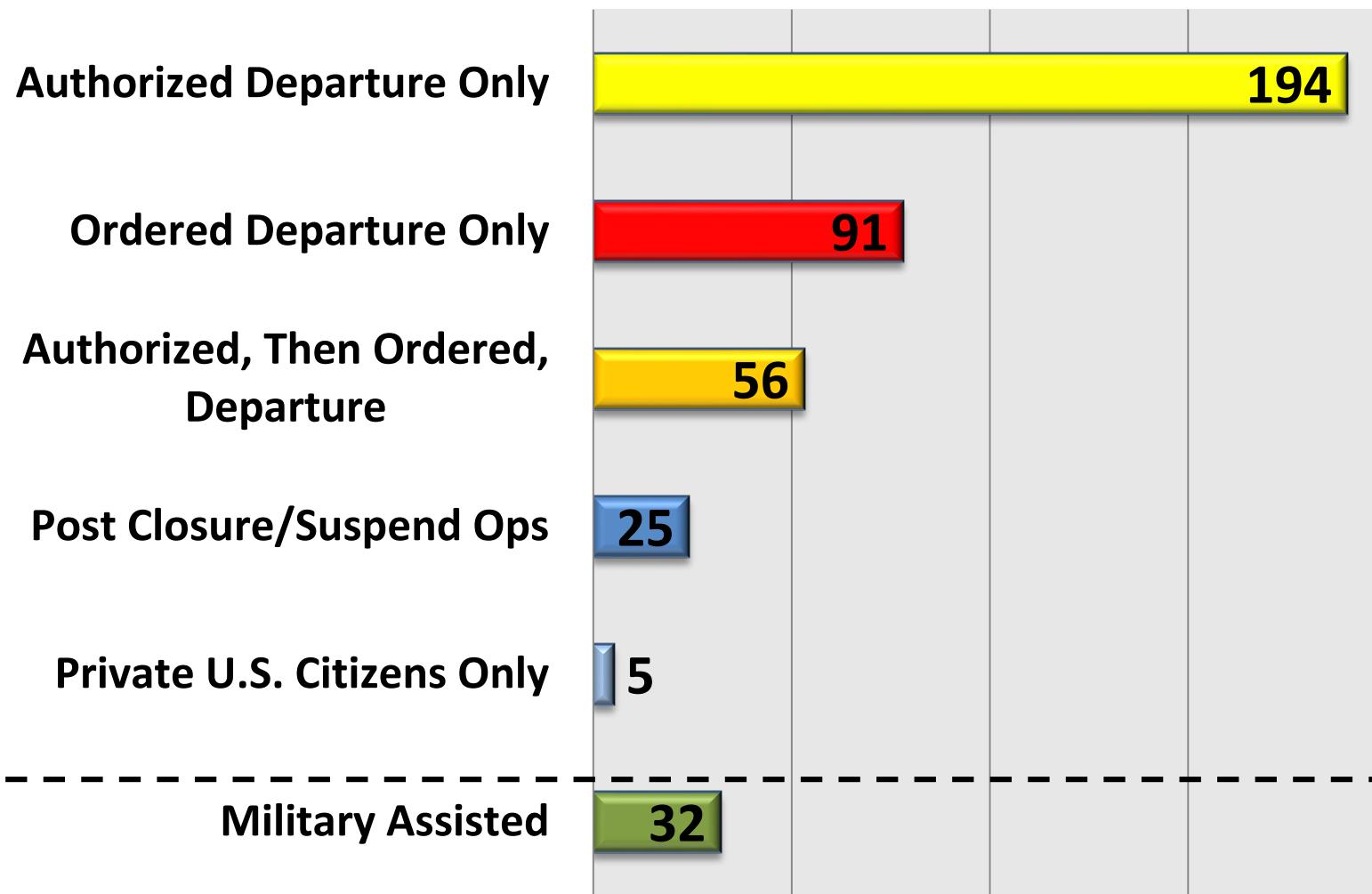
■ Authorized Departure

Non-emergency personnel and eligible family members may leave post at U.S.
Government's expense

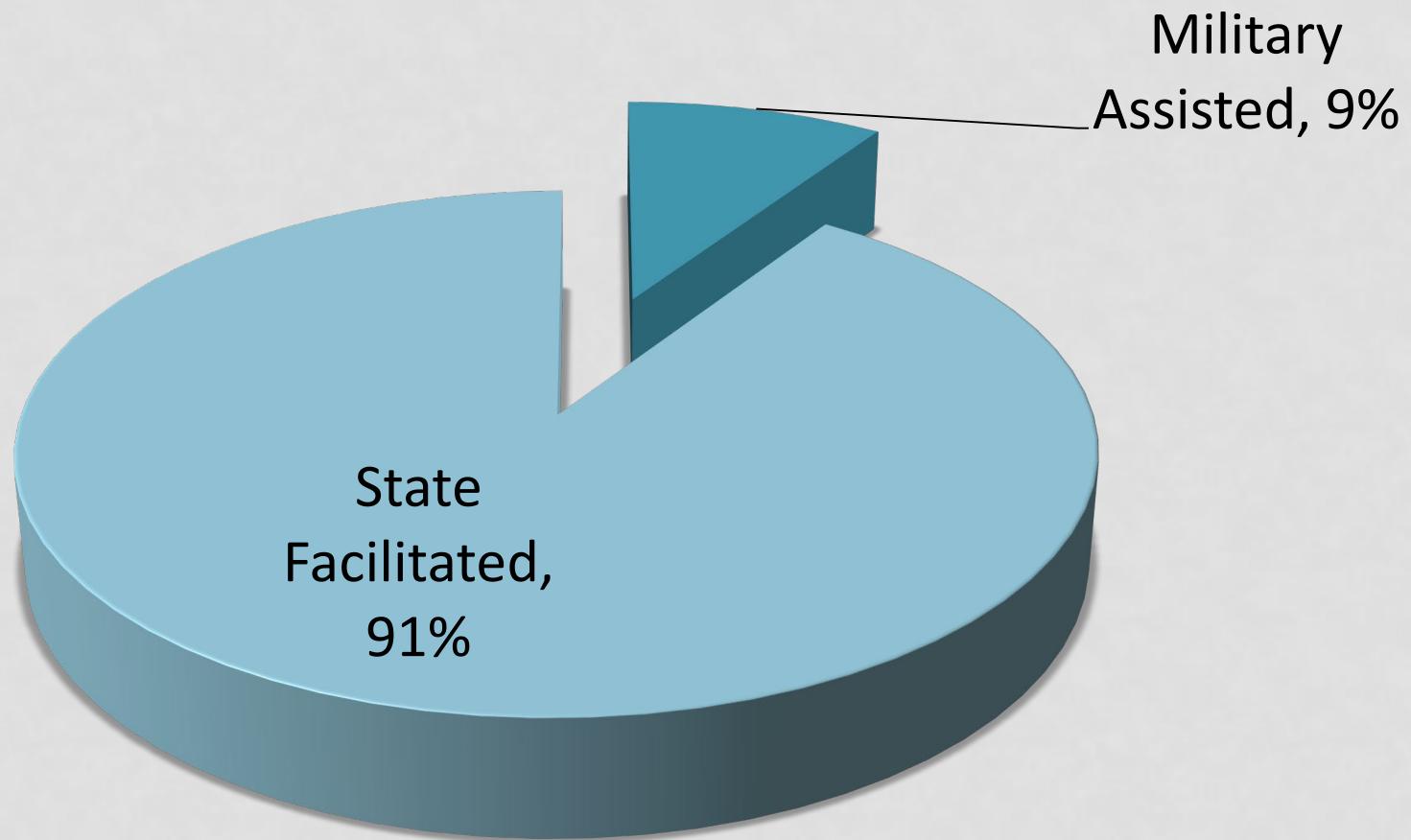
■ Ordered Departure

Non-emergency personnel and eligible family members must leave post at U.S.
Government's expense

371 Evacuations Since 1988



EVACUATIONS BY TYPE



Best Practices



- Know and *Use* Your Plan
- Ensure Redundant Communications and Drilled Protocols
- Maintain Up-to-Date Contact Information
- Encourage Cross-Training
- Pre-Position Basic Supplies
- Know Your Resources
- Manage Expectations

Working Together



- Communication and Information Sharing
- Collaboration



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A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS
U.S. Department of State

Scenario

Isolated Staff Member

You receive a phone call from a staff member who says as he was leaving the shopping mall, he was mugged. His wallet, cell phone, identification, and all his money was taken. A local who witnessed the incident is letting him use his phone to call you, but only for a couple minutes.

- What guidance do you give him? What are your next steps?

Scenario

Surveillance...?

As you're getting your coffee in the morning, an anxious colleague informs you that while she was shopping with friends in the market over the weekend several men followed them for almost two hours.

- How do you handle this information? What do you tell your colleague?

Scenario

Protests

You receive a call from a staff member who informs you that he took the family shopping downtown and a spontaneous protest has erupted. He says the crowd is large and they are not able to get around it.

- What guidance do they have already?
- What steps would you tell them to take?

Scenario

Vehicle Incident

You receive a call from a staff member who states they have been in an accident. There are no injuries but the other driver starts shouting insults at them and a crowd is gathering.

- What are your staff expected to do in this situation? What's your immediate action?

Scenario

Attack

As you are watching the local news at home over the weekend, you notice there has been an attack at a local historical area/tourist site frequented by your staff.

- What actions would you take upon hearing this? What actions are expected of your staff if they are at the location?

Contact Information



State Department
Private Sector
Emergency 24/7 Call Center

202-309-5056

Questions



Overseas Security Advisory Council, Yangon

Twitter: @OSACYangon

www.OSAC.gov



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