



## Day 4: What's Next?

Phase 1 of our Global Crisis Management Program goes “live” on Monday, February 1<sup>st</sup> – but our work is not over. Here’s a summary of what to expect in our current rollout and what is still to come.

### February 1 Go Live

- Crisis Plan completed by Global Team and Workgroups
- 24/7 Crisis Reporting Line goes live
- Crisis Track information management system goes live
- Team activation/ mobilization procedures in place
- Communications Plan including media monitoring service and sample statements in place

### February - March

- Launch to OAP Leadership and Franchise Owners
- Form regional & local crisis management teams around the world
- Training of all regional & local team members by mid-March 2013

### April - September

- Update all “Red Books”
- September Safety & Security Awareness Month
- Ongoing program enhancements

This program will continue to evolve over time so that we remain aligned with the growth of our business and our clients needs.

**Tomorrow's Topic: What To Do If A Crisis Occurs**