

# Crisis Management Stockholm University

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## Outline of the presentation

- Crisis Plan for Stockholm University
- Terror attacks in Paris, November 2015 - How did we act?
- Terror attack in Stockholm, April 2017 – What did we do?
- Preparation of outgoing students

# Crisis Management Stockholm University



## Crisis Management Plan for Stockholm University:

- Crisis Management Group
- Crisis Support Group
- Crisis Communication Group
- Each department/unit should have its own management plans



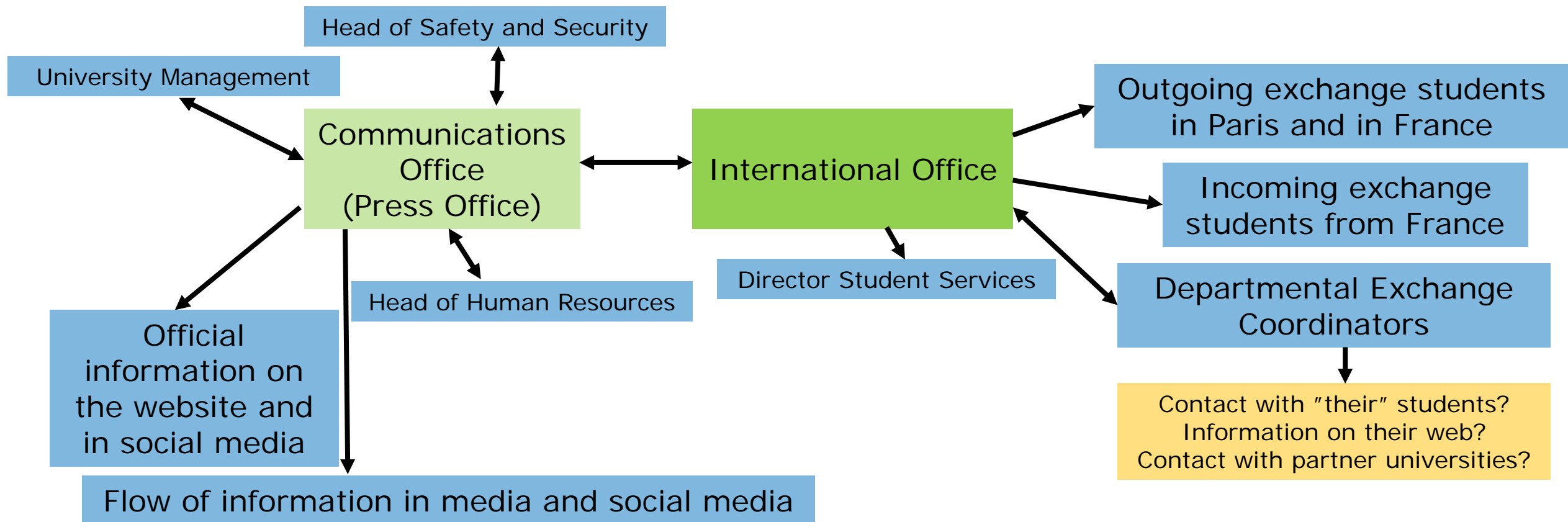
# Terrorattacks in Paris Friday night, November 13, 2015





# Terror attacks in Paris

## How did Stockholm University act – who did what?





# Terror attack in Stockholm

## Friday afternoon, April 7, 2017



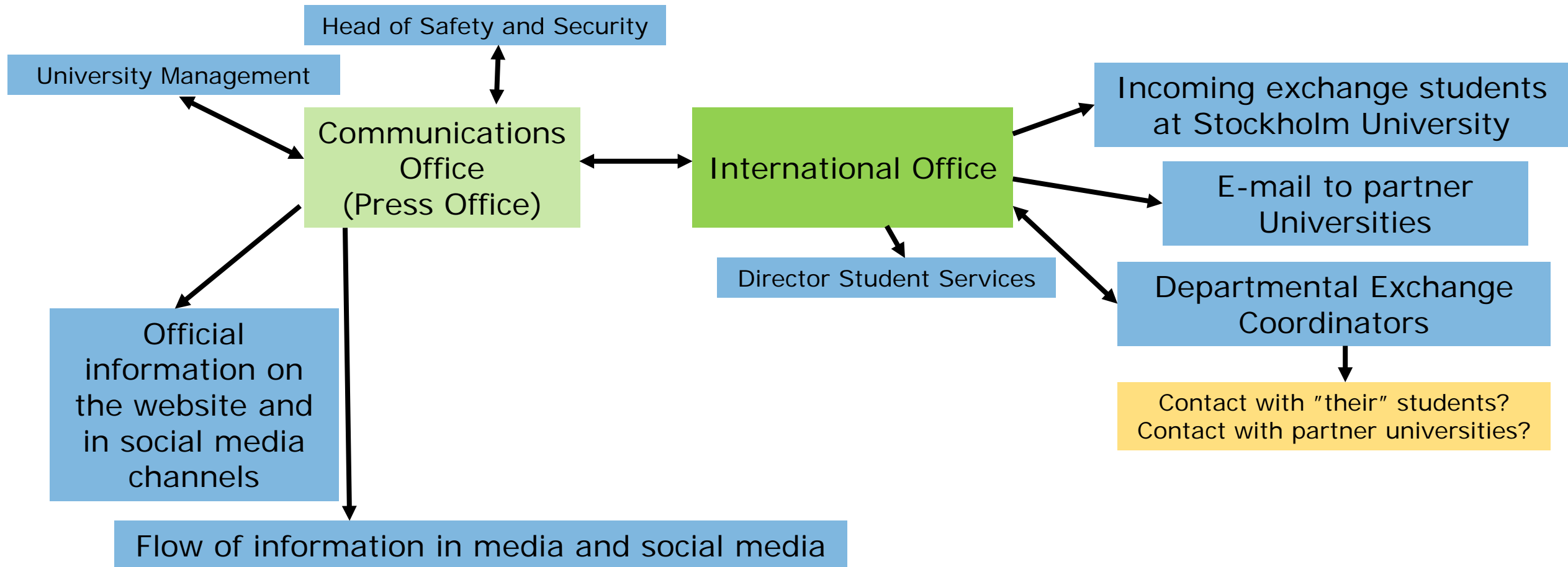
# The issues we faced

- Lack of information of what really had happened – rumours of shooting
- Students and employees among victims?
- What was our information responsibility?
- How to handle lack of official information in English?
- Relatives to staff in communication group affected?
- Need to reschedule in social media



# Terror attack in Stockholm

## What did we do?







## Preparing outgoing and incoming students

How can the university prepare outgoing students?

How do we contact them and what do we expect from them?

How do we prepare incoming students?





## Workshop discussions

There has been a terror attack, a tsunami, a shooting at a university, in a place where you are likely to have students.

What do you do?

Who does what in your organization?

Does the step by step checklist work?

What do the different steps include?

Share experiences but focus on best practice!(What went well and why?

What could/should you have done but didn't?

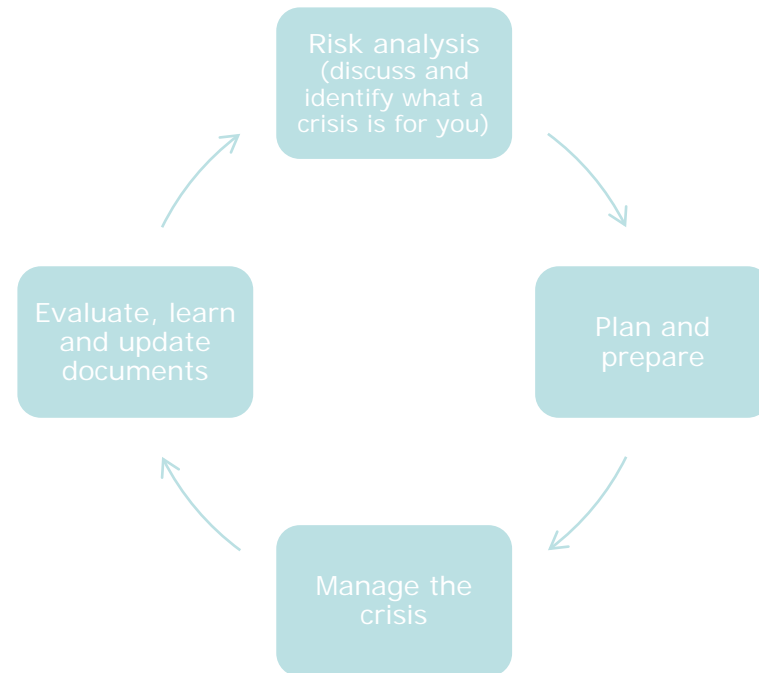
## Summary – General Checklist

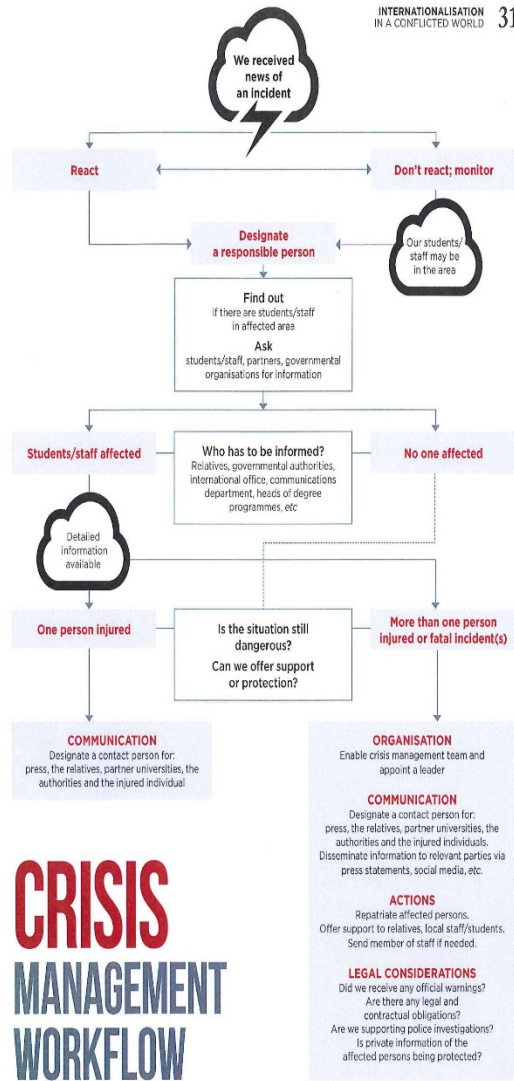
- Establish that there is a serious incident/crisis (and how does it affect your organization)
- Take any emergency measures
- Collect facts – what do we actually know has happened
- Analyze the situation
- Formulate which actions should be taken
- (Decisions to terminate crisis organization)
- Gather and analyze experiences, improve working methods and prepare if possible

## Summary

- Documents: crisis plans, policies, checklists, routines, telephone and contact lists
- Links to useful information: Ministry of Foreign affairs, SOS International (insurance), media channels in English (for incoming students)

# Model for Crisis Management





# CRISIS MANAGEMENT WORKFLOW