



Resilience in Emergencies. Dealing with Unknown Unknowns

JĀNIS VANAGS,
Emergency Response Expert



RESILIENCE
EMERGENCY PREPAREDNESS





Emergency drill



Drills and post-emergency initiatives.
© Skimante Balciune/TV3, Maxima Latvija SIA, Jānis Vanags

Business processes



EMERGENCY

② Draft business continuity plan (mitigation)

RISK MANAGEMENT

① Risk assessment/scenarios

EMERGENCY RESPONSE ORGANISATION

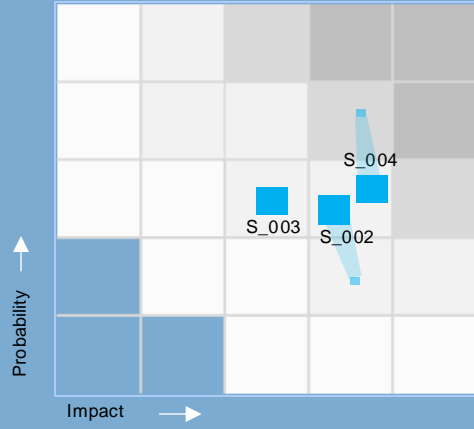
③ Business continuity plan - adjustments

BUSINESS CONTINUTY PLAN

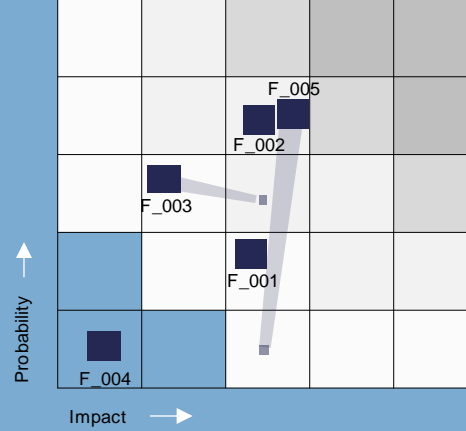
④ Recovery planning

Business continuity plan and recovery plan – formal document vs philosophy.

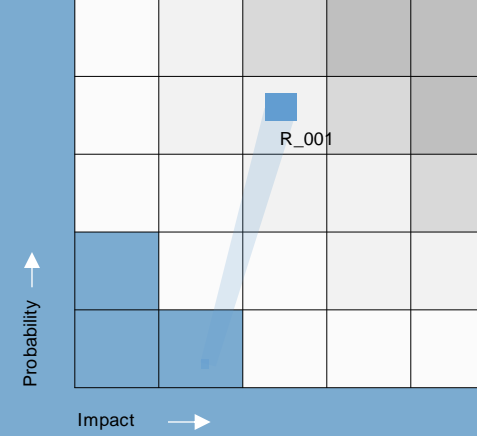
STRATEGIC



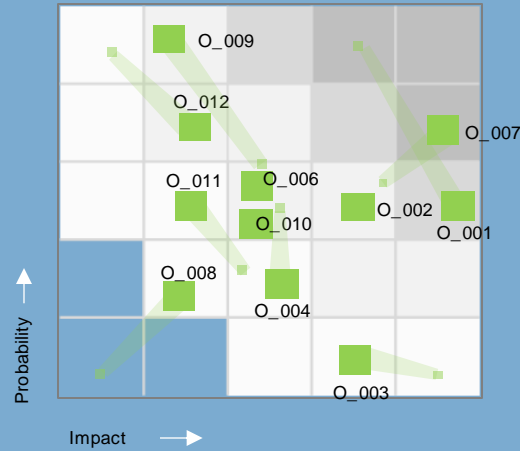
FINANCIAL



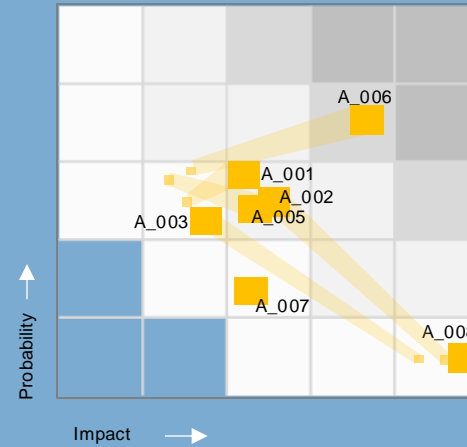
REPUTATION



OPERATIONAL



DEVELOPMENTS



IF vs WHEN



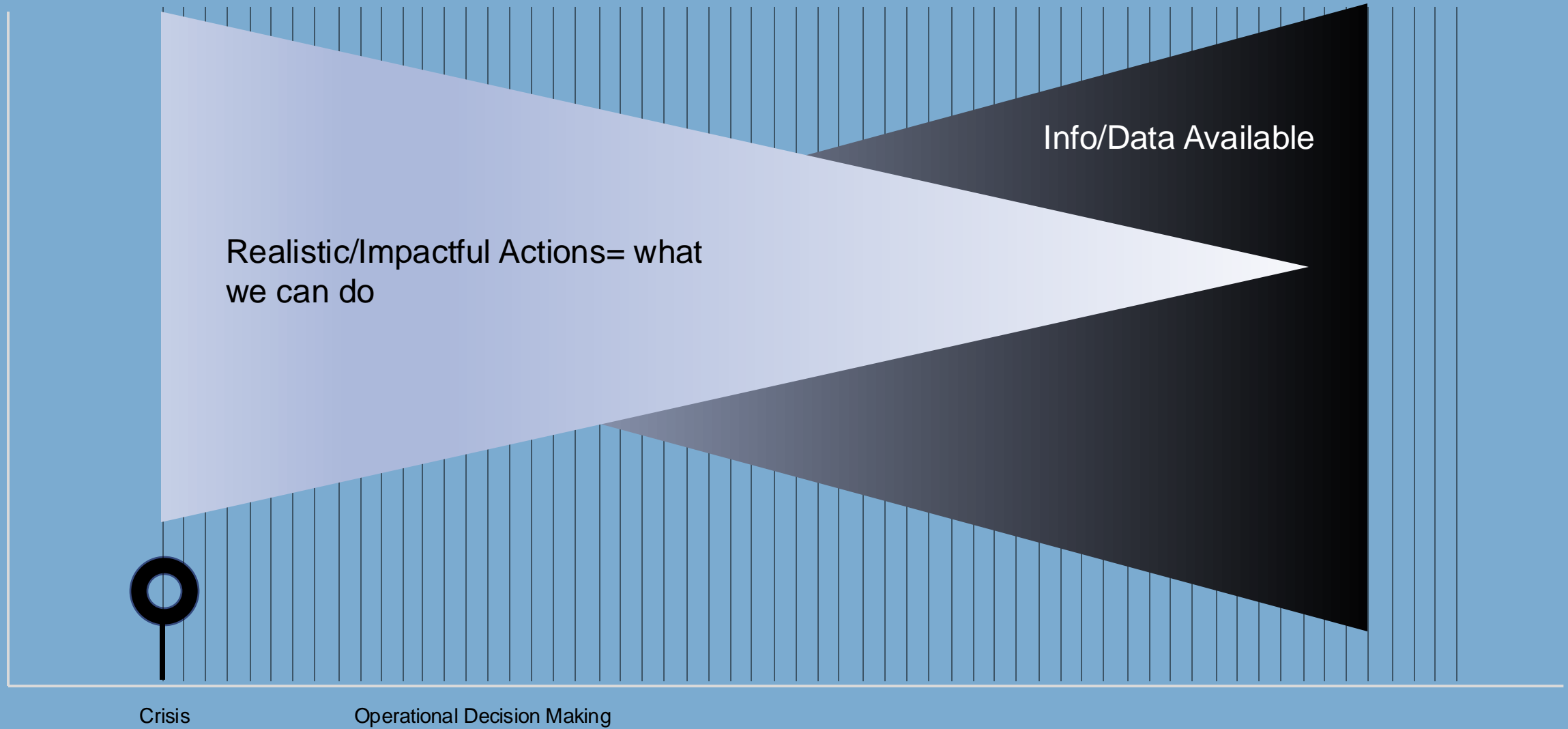


Ziemeļvalstu noturības
organizācija
Civilian Resilience Nordic
CIREN

THANK YOU!

Best Practice in Emergency Management

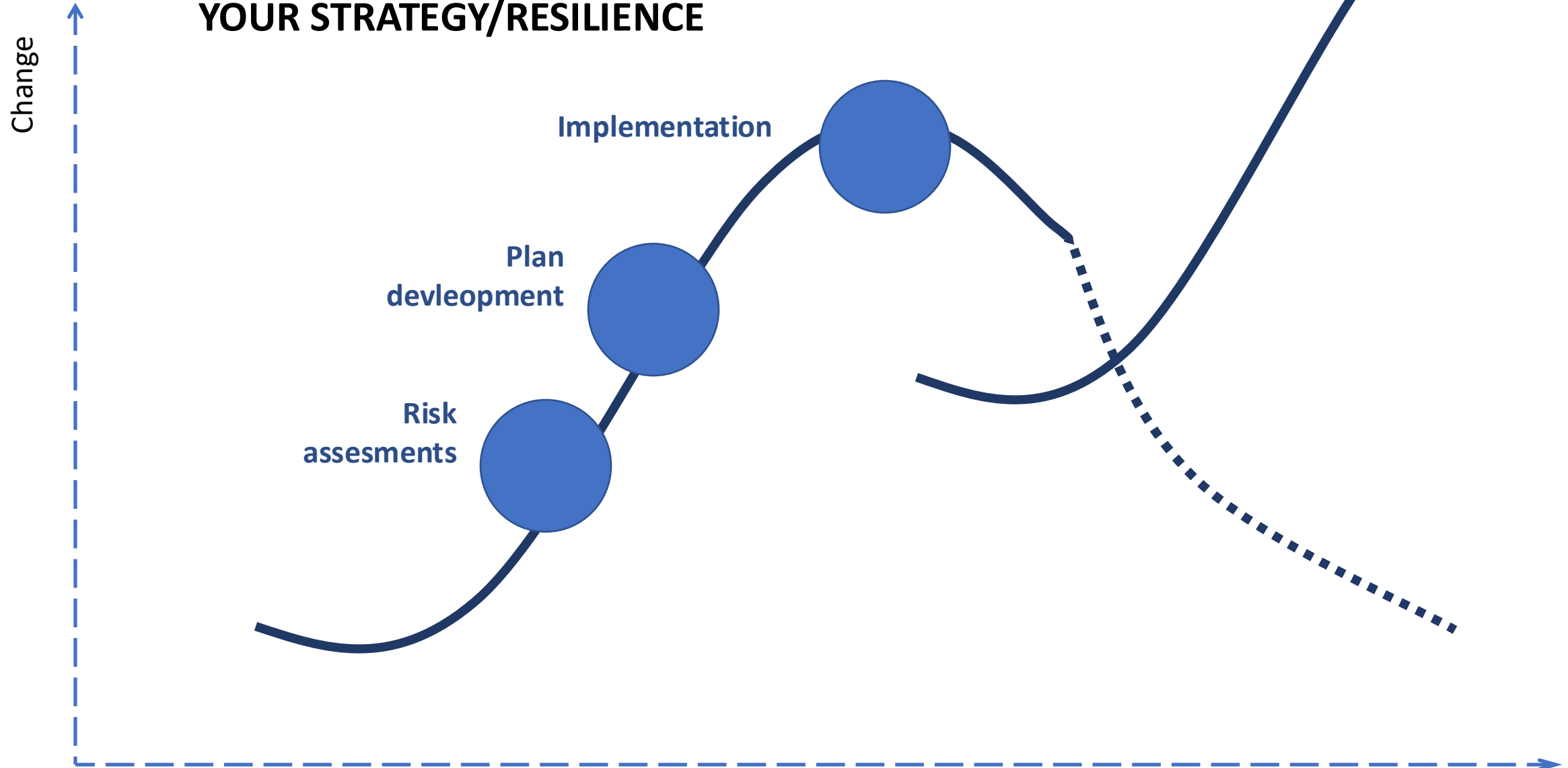
Make Decisions Early in Crisis



A close-up photograph of a hand wearing a heavy-duty, textured work glove. The hand is holding a metal tool, possibly a tongs or a similar gripping device, which is positioned over a fire. The fire is visible in the background, with bright orange and yellow flames. The overall scene is dimly lit, with the primary light source being the fire. The text "Beware false security" is overlaid in white, bold, sans-serif font across the center of the image.

Beware false security

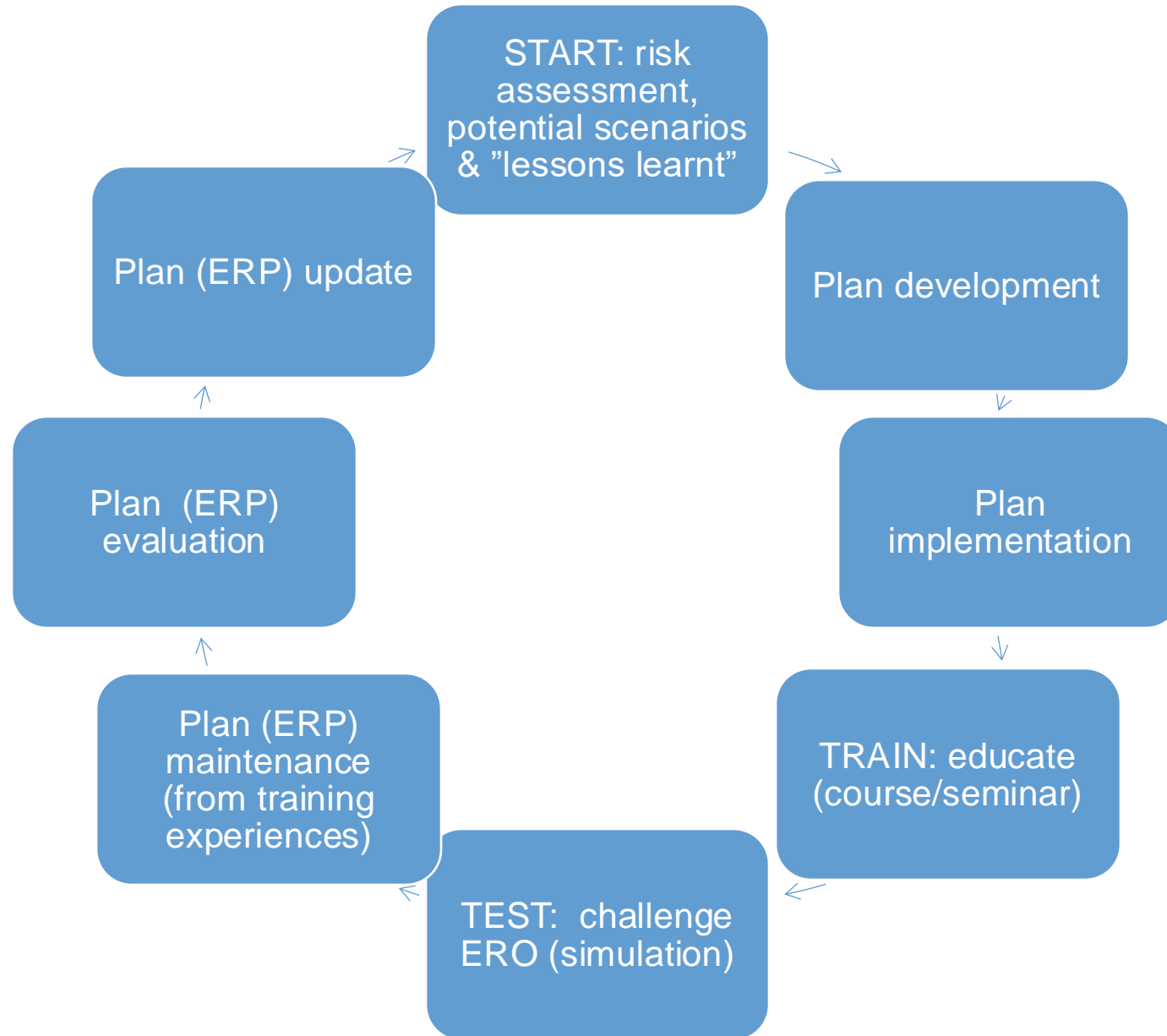
YOUR STRATEGY/RESILIENCE



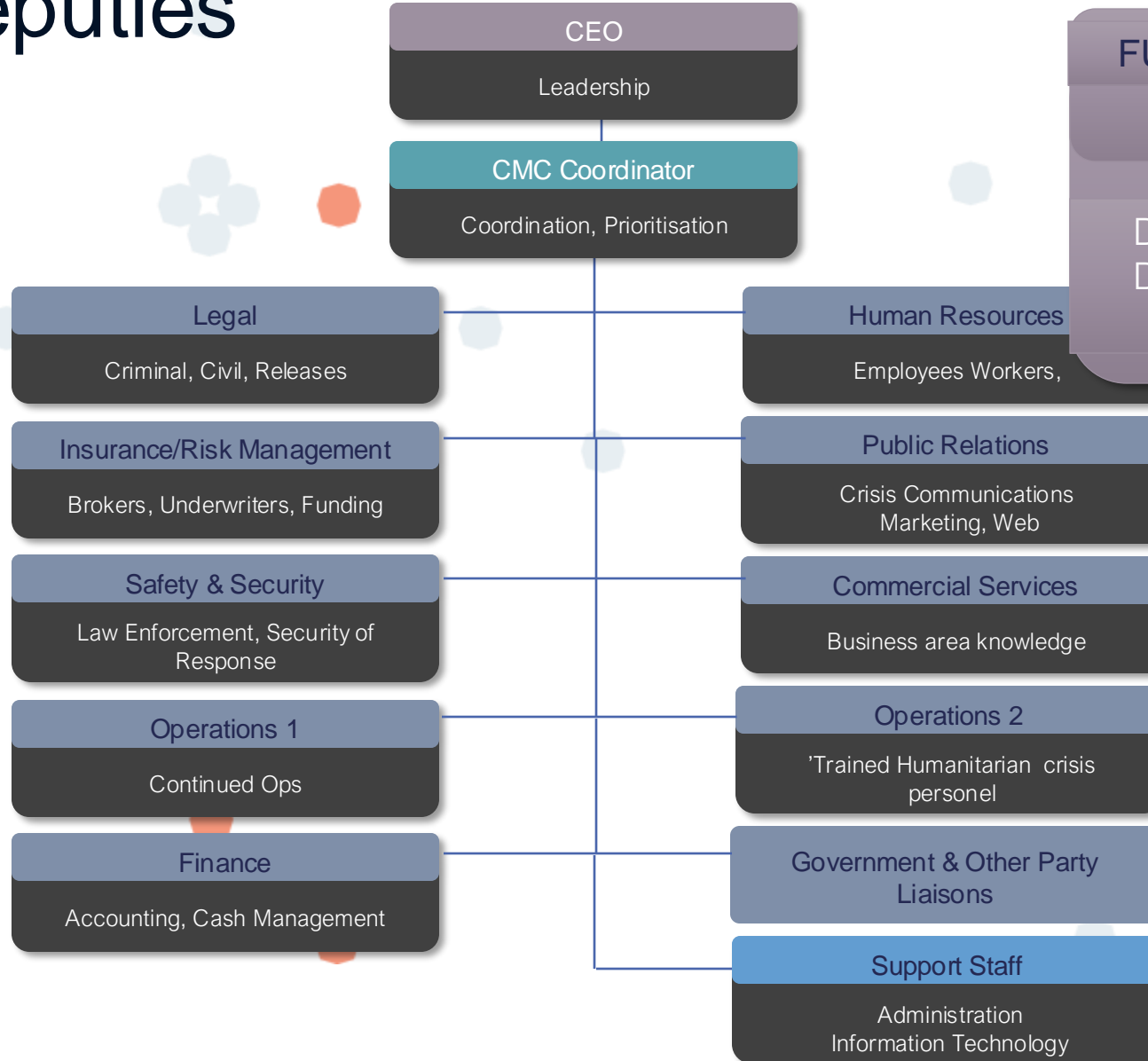
Nancy Duarte, Patti Sanchez, "Illuminate: Ignite Change Through Speeches, Stories, Ceremonies and Symbols"

Timeline

ERO/Contingency Planning Cycle



CMC1+2+online Deputies



FUNCTION 1: Name, Surname

DEPUTY 1: NAME, SURNAME
DEPUTY 2: NAME, SURNAME

FUNDAMENTALS OF EMERGENCY RESPONSE



Emergency: live



Twitter/Rehanqereshi



Emergency: live



Stand-by, Alert, Decision-making, Activation

Jānis Beseris
Sākums 12:24

Incidents [delfi.lv](http://www.delfi.lv/aculiecinieki/news/witness/foto-avarija-pie-senites-ieklust-policijas-specialo-uzdevumu-bataljona-likumsargi.d?id=50328850) aculiecinieki ziņo, ka uz Siguldas šosejas avarējis Maxima kravas auto, saduroties ar busiņu. Pieminēts mūsu zīmols.
Ietekme žurnālisti interesējas par situāciju un gaida mūsu komentāru 12:26

<http://www.delfi.lv/aculiecinieki/news/witness/foto-avarija-pie-senites-ieklust-policijas-specialo-uzdevumu-bataljona-likumsargi.d?id=50328850> 12:26



SSC*

**Emergency Director /
Ārkārtas situācijas
direktors**

**CEO/ Valdes
priekšsēdētājs**

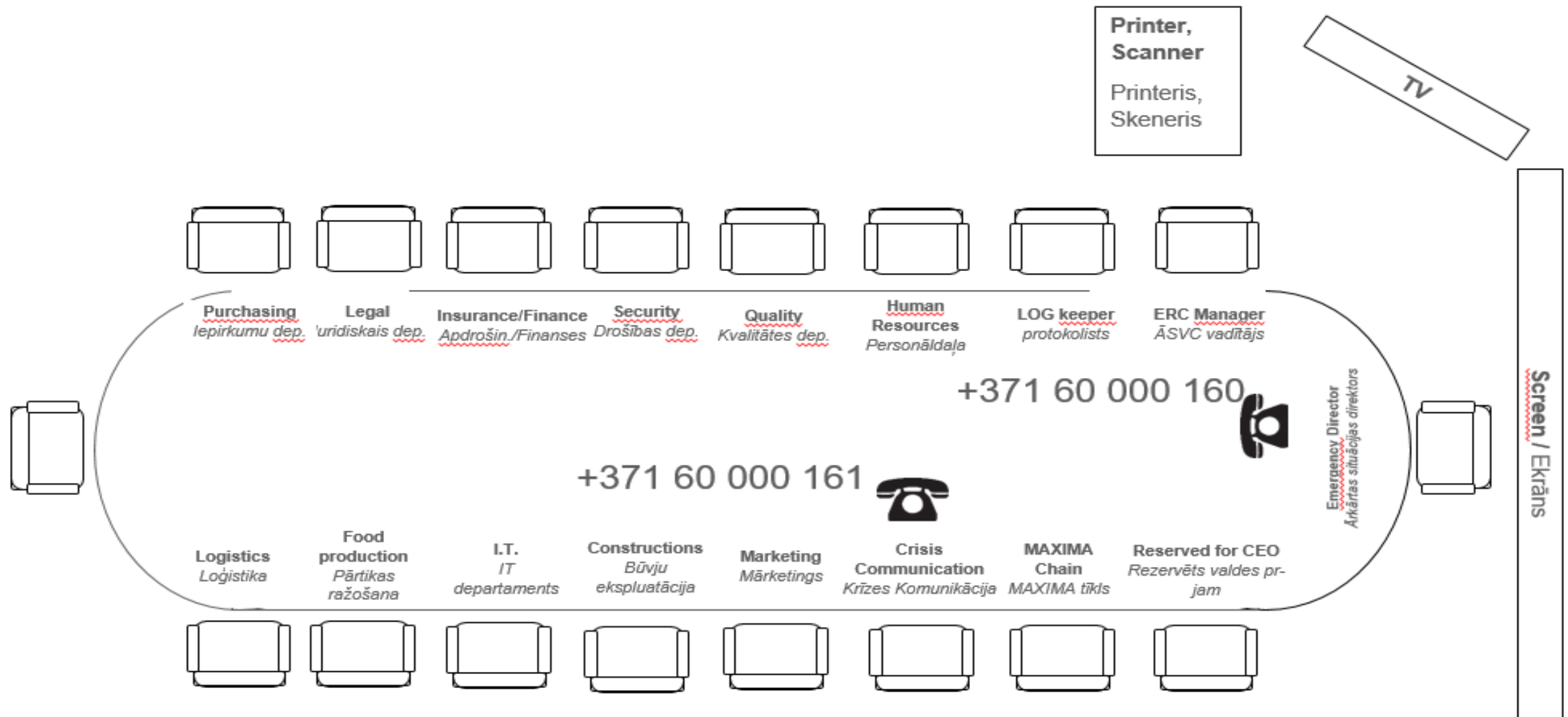
SSC**



Biznesa Pakalpojumu Centrs
MAXIMA MĀCĪBAS! Ārkārtas situāciju organizācija ir AKTIVIZĒTA!!! Visiem apstiprināt ierašanās laiku birojā. Vienam ĀSO dalībniekam no katras komandas doties uz 20.telpu! **MAXIMA MĀCĪBAS** 09:20

**ERT Core/
Pamata ĀRK**

**ERT Extended/
Paplašinātā ĀRK
(if required/ja nepiec.)**



Coffe/ Tee/ Snacks
Kafija/ Tēja / uzkodas

Essential Information about emergency case / Būtiska informācija par ārkārtas gadījumu

Flip chart /
Papīra tāfele