

## Resource: Crisis Management Scenarios for Training

### General:

Scenario	<i>It's a fairly busy Monday afternoon. Suddenly, the ground starts to shake. Things are falling off the wall in your office, and you hear panicked radio calls from staff on the floor. What do you do?</i>
Progression 1	<i>The tremors have subsided. The news has reported that there has been an earthquake measuring up to 5 on the Richter scale. Several areas of your attraction have sustained structural damage, and one visitor has been injured by a falling exhibit. What do you do?</i>
Progression 2	<i>The visitor has been removed to hospital and the structural engineers are telling you it is likely the attraction will be closed for up to a month to repair the damage. What things do you have to think about?</i>

Scenario	<i>It's 3.00pm during the summer holidays. There are long queues for your attraction, and two fathers from adjacent families get into a fight. The Visitor Assistant radios the Duty Manager for assistance. When the Duty Manager arrives, one of the men has pushed the other. The second man has fallen to the ground and is unconscious. The Visitor Assistant tells the Duty Manager he hit his head on the ground. What do you do?</i>
Progression 1	<i>It's 3.20pm. The ambulance has arrived to take the man to hospital; however, the paramedics pronounce him dead. What do you do?</i>
Progression 2	<i>It's 4.30pm. A bystander has mentioned the death on Twitter and said that the attraction staff did nothing to intervene. Media organisations are clamouring for a comment. What do you do?</i>

Scenario	<i>It's a Thursday morning. Your visitor attraction is putting on an event tonight sponsored by an oil company. (You didn't agree with it, but it's happening). Your social media manager has told you that several groups including Greenpeace have expressed the intention to protest the event. What preparations can you make?</i>
Progression 1	<i>It's an hour before the event, and set up has begun. Protestors from various groups have met outside your site and are getting rowdy. Media organisations have been in touch to ask for a comment on why you are holding the event.</i>
Progression 2	<i>The event has begun. Suddenly, you become aware that some of the protestors have disguised themselves as event attendees and are inside the building. They are shouting, disrupting the event, and damaging the building by throwing paint</i>

	<i>around. What do you do?</i>
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Scenario	<i>It is a busy Saturday afternoon. You receive a panicked call from a member of staff. A car has swerved off the road and driven directly into some visitors who were approaching your site. There appear to be multiple injuries. What do you do?</i>
Progression 1	<i>When the Duty Manager arrives on the scene, there appear to be five or six visitors critically injured. The driver of the car has been shouting about attacking visitors deliberately. Some passers-by have pulled him out of the car and are holding him to the ground. What do you do?</i>
Progression 2	<i>Later, when the police have removed the suspect and the injured visitors have been taken to hospital, you hear news that three visitors were killed in the attack. There are media organisations with cameras all around the site. What do you do?</i>

Scenario	<i>It is 2:00pm on a Thursday afternoon, not during school holidays. Your IT team tell you there is an issue – all the systems are down, including tills, access control, IT and telecoms.  Soon, the news is reporting this isn't just an isolated event – it's happening all across the country  Plan what you would do for the next half an hour.</i>
Progression 1	<i>It's 2.30pm. The news is reporting that the UK has been the victim of a Russian hack. Transport systems have ground to a halt.  Plan your actions for the rest of the day.</i>
Progression 2	<i>It's 6.00pm. The news is reporting that the attack is over – but it's going to take a while to get everything up and running again.  What are your plans for tomorrow?</i>

**Specifically for outdoor attractions:**

Scenario	<i>It's a Friday before a bank holiday weekend. The weather channel is reporting that there is a violent storm brewing this weekend for your area– it might even be classed as a hurricane!  What can you do now to plan for tomorrow?</i>
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Progression 1	<i>It's Saturday morning and the wind is at dangerous levels. What do you do?</i>
Progression 2	<i>It's 5:00pm on Saturday. The storm is over and the weather channel is reporting brilliant sunshine for Sunday and Monday. However, your site has suffered significant damage, with broken limbs from trees littering paths. The café roof has also been damaged.</i>  <i>What do you do?</i>

Scenario	<i>You hear on the news that the Nuclear Power Station 20 miles away has suffered an accident. Smoke has been seen rising from the building. The emergency services are on site at the station, but so far there is no news about the extent of the damage or how dangerous it is. What do you do?</i>
Progression 1	<i>A member of staff radios to tell you that some visitors have seen ash falling through the air and are becoming hysterical. You still haven't heard any official news from the Power Station. What do you do?</i>
Progression 2	<i>The news reports that the accident at the power station was an office fire and did not affect the reactor. The situation has been made safe. You suspect the ash may have been from a BBQ, however some visitors are complaining on social media that you did not take the danger seriously enough. What do you do?</i>

**Specifically for historic buildings:**

Scenario	<i>It's Friday, and you have a wedding for 150 people booked in for tomorrow. Your historic building is located near an area of open grassland, and it's been a long, hot, dry summer. The news report that a wildfire has taken in the grassland. Fire crews are dealing with it, and the fire is currently about 30 miles from your site.</i>  <i>What do you do?</i>
Progression 1	<i>It's Saturday morning and people are beginning to set up for the wedding. However, the fire is still going, and now it is only 20 miles away. You are closed to the public for the wedding anyway, but guests will be arriving in a couple of hours. What do you do?</i>
Progression 2	<i>IT'S 12.00. The fire service give the order to evacuate your site. What decisions must you make now?</i>

Scenario	<i>The UK is in recession and there has been a run on the banks. The disaffected populace IS rioting in the streets, and they are particularly targeting institutions the associate with old, 'elite' wealth. You manage a stately home. What</i>
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	<i>considerations do you make?</i>
Progression 1	<i>It's a day later, and you have been made aware that on some social media, your historic building has been suggested as a target. Other historic buildings have been attacked and damaged. You are still open. What do you do?</i>
Progression 2	<i>It's the next day. No attack has come. Things seem to be settling down. What do you do?</i>