



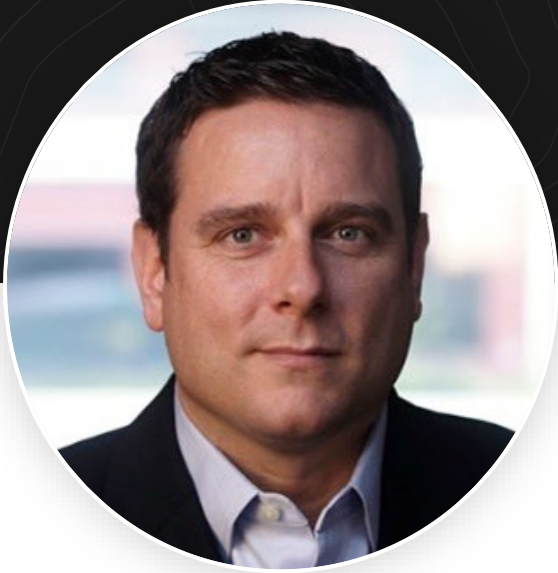
ONSOLVE[®]
By CRISIS24

PREPAREDEX

Navigating Civil Unrest: A Virtual Tabletop Exercise for Organizational Preparedness



Welcome



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By **CRISIS24**

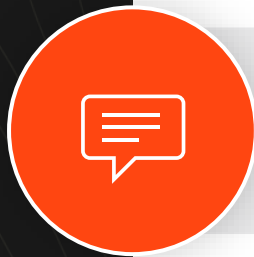
Today's Goals



Educate



Connect



Share

Simulation Objectives

1

Validate effectiveness of the
Emergency Response Plan (ERP)

2

Enhance early warning protocols
and coordination

3

Assess communication
and crisis management

4

Evaluate post-incident recovery
and support systems

Exercise Roles and Responsibilities

- 1 Scribe** – manages the Master Events Log and captures any issues.
- 2 Crisis Coordinator** – manages any resources such as plans and related tools and keeps the team on schedule.
- 3 Leader** – manages the discussions and makes decisions with input from the team.
- 4 Facilitators** – will lead the exercise and support the breakout rooms to facilitate the exercise process and encourage dialog if/when needed. Works with the scribe to collect issues that are raised.
- 5 Observers** – listen to the discussions and answer questions in the observer instructions.

About Guardian Graphite Enterprises (GGE)



Inject Period One

The Unfolding Situation

Background

It has been a long, hot summer. There have been protests and demonstrations across the nation triggered by a number of issues ranging from the Climate Crisis to Civil Rights and Political Activism. The majority of the demonstrations have remained peaceful, but there have been isolated instances where the situation devolved into riots. There has been significant property damage in these cases, but no loss of life.

While there have been incidents in surrounding communities, nothing has occurred locally.



Inject Period One

The Unfolding Situation

Wednesday, 10:00 AM

Local media are reporting that activist groups are calling for a large-scale protest in your community within the next 48 hours. The protest is being organized by a group with a history of peaceful demonstrations, but more radical groups are joining the call to protest.



Inject Period One

The Unfolding Situation

Wednesday, 3:00 PM

Leadership has called a coordination meeting with Operations, HR, Legal, Facilities, and Crisis Management to discuss the potential protest and necessary precautions. A group of employees has approached their supervisors and demanded that the company make a public statement endorsing their position regarding the protests.



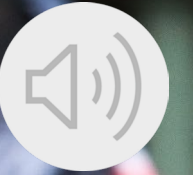
Inject Period One

The Unfolding Situation

Thursday, 8:00 AM

Local law enforcement has contacted your organization and advised that there are credible indicators that the predicted demonstration may become violent. They are requesting that you notify your employees and stakeholders to take reasonable precautions and avoid any areas where demonstrations are taking place.

“Enough is enough! We are tired of being ignored and abused. This is our community, and it’s time to take a stand. This Saturday we’re hitting the streets to demand that they recognize our cause. We will not be silent until our voices are heard, and our rights are respected. Join us! Bring your passion and your power! Let’s show them that we cannot be ignored! Together we can make a difference, Stand up, Fight back, and take control of our future! No Rest for the Wicked!”



Inject Period One

The Unfolding Situation

Thursday, 2:00 PM

A small group of employees are using internal email and other communication tools to advocate for the planned protest on Saturday. They are calling on your employees to stage a walkout in solidarity for the cause and accusing the company of turning a blind eye to what is right and what is wrong.

Several supervisors and managers have asked if these messages are in violation of company policy and are waiting for a response from HR and Legal.



Inject Period One

Discussion Questions

- 1 How would your organization communicate with members and stakeholders about this situation?
- 2 What potential risks associated with activist employees should be considered?
- 3 What steps could your organization take to mitigate the risks associated with this scenario?



BREAKOUT

for Inject Period One

Inject Period Two

The Ongoing Emergency

Saturday, 12:00 PM

The expected protest begins peacefully but grows far larger than anticipated. Busloads of demonstrators from outside of your community are arriving, including an increasing number of counter-protesters. Reports of minor altercations and property damage near commercial establishments are starting to come in.



Inject Period Two

The Ongoing Emergency

Saturday, 2:00 PM

The protest has continued well beyond the expected endpoint. There have been several clashes between protestors and police with significant property damage and injuries reported. There are groups of demonstrators moving through the streets surrounding the main protest breaking windows and starting fires.



Inject Period Two

The Ongoing Emergency

Saturday, 3:45 PM

A group of employees accessed your corporate offices using their issued credentials. They have occupied the main reception area and several adjacent office spaces. They have barricaded the doors to this space and are carrying signs with messages such as “Solidarity Now!” and “No More Patience!”



Inject Period Two

The Ongoing Emergency

Saturday, 4:15 PM

Media coverage of the protests, including the occupation of your offices, is intensifying. The national news networks are all broadcasting live, showing violent clashes in the streets interspersed with coverage of the outside of your facilities with your company name and logo clearly displayed.

You are receiving repeated requests from local, regional, national, and international media outlets for interviews or statements regarding the protests and the ongoing occupation of your offices.

“Good afternoon, this is Ron Stevens with GNN News. We are following the situation in your offices and are reaching out for an official statement. Could you please share details on how you are addressing the situation and the steps being taken to resolve your employees’ concerns? Our viewers want to understand what actions you are taking in response to this protest.”



Inject Period Two

The Ongoing Emergency

Saturday, 6:00 PM

Evening News



Inject Period Two

Discussion Questions

- 1 What are your top three priorities in response to the scenario as presented?
- 2 What methods could be employed to maintain business continuity if your offices were occupied?
- 3 How could your organization mitigate the impact of disrupted transportation routes and possible delays in essential supplies and materials?



BREAKOUT

for Inject Period Two

Inject Period Three

Recovery and Lessons Learned

Monday, 6:00 AM

After a tense weekend, the protests have ended. Law enforcement, in coordination with community officials and protest organizers, successfully negotiated a peaceful dispersal. The community is now beginning to assess the impacts of the violence.

Late last night, after lengthy negotiations between law enforcement, organizational leadership, and your activist employees, an agreement was reached to end the occupation of your offices. Law enforcement is asking if you wish to press charges against the occupiers.



Inject Period Three

Recovery and Lessons Learned

Monday, 9:00 AM

Several customers have contacted their account managers with concerns about how the occupation incident was handled and the related media coverage. They are questioning if their relationships with your company are sustainable considering the protests.

“As a loyal customer, we are concerned about how the recent employee protest and related media coverage will impact your reputation, and our brand by association. How are you going to guarantee that this situation is being handled effectively?”

– **GlobalTech Solutions**

“The recent protests at your offices have raised serious concerns about your management practices. How are you addressing the negative media coverage and guarantee it will not affect our business relationship?”

– **Innovate Corporation**

“The media coverage of the occupation by your employees paints a concerning picture. How is your company planning to restore your reputation and protect us from the splatter?”

– **EcoGreen Industries**

“I’m worried that the negative press from the protests could harm us because of our association with your brand. What steps are you taking to manage this mess?”

– **TechVista**

“Given the recent protests and the resulting media attention, how can you guarantee us that your company is stable and our partnership won’t be disrupted by any ongoing internal issues?”

– **Prime Enterprises**

Inject Period Three

Recovery and Lessons Learned

Tuesday, 12:00 PM

The aftermath of the protests and the direct impact on your organization have left many employees feeling stressed and anxious. HR is reporting a marked increase in absenteeism and recommends that leadership release a statement addressing what appears to be an evolving mental and emotional health crisis within the organization.



Inject Period Three

Recovery and Lessons Learned

Thursday, 11:00 AM

The Crisis Management Team is requesting a formal debriefing session be scheduled with all stakeholders, including the business owners and the leaders of the activist employees, to review the response, assess the impact, and identify lessons to be learned from the protests and occupation.



Inject Period Three

Discussion Questions

- 1 How could your organization engage with members, community stakeholders, and government agencies to enhance recovery considerations?
- 2 What role do leadership and communication play in maintaining organizational morale and engagement during recovery operations?
- 3 How would you evaluate the success or failure of the community's crisis management efforts related to this scenario?



BREAKOUT

for Inject Period Three

Well done, and thank you!

Gaps / Issues

- 1 What are some of the more significant issues that you identified?
- 2 What is the one thing you will take away from today's session?

Post Exercise

- Draft After Action Report (AAR) will be prepared based on:
 - Identified Gaps
 - Observations
- AAR review
- Final AAR and Executive Summary Video
- Remediation plan with owners



Who We Are



Technology

- Mass Notification
- Risk Intelligence
- Incident Management
- Travel Risk Management
- Historical Data

Intelligence Services

- Incident Management Services
- Incident Hotline
- Strategic Security Analysis
- Dark Web Analysis



Crisis Management Planning

- Custom Tabletop Exercises
- Presentation-Ready Crisis Scenarios
- Custom Self-Delivered Scenarios
- Functional Exercises
- Full Scale Exercises
- Drills
- The International Crisis Management Conference
- Crisis Management and Business Continuity Planning

Thank you for
joining us!



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