



10 minutes of English Break



CRISIS MANAGEMENT

Emergency Checklist

People often panic in case of an emergency. This is a very natural reaction, but definitely not the desired one. Knowing what to do in case of an emergency might prevent panic and save lives, your own life as well as others. Therefore it might be useful to check and learn the important information. A checklist with the most important points can be very helpful.

CHECKLIST

1 WHO DO YOU CONTACT?

Do you know who to contact to get help? Does your company have an Emergency Manager? Find out what the internal or external emergency number is and post it next to or on your telephone.

2 YOUR ADDRESS

Know the exact address of your company and the directions to get there. In case you have to call for emergency help, you can direct the emergency responders to your address.

3 WHO IS RESPONSIBLE?

Check whether the reception at the main entrance of your company is part of the emergency team and whether they make all external calls in case of an emergency.

4 EMERGENCY EQUIPMENT

Know the location of emergency equipment, not just the first aid kit, but also the fire extinguisher. And learn how to operate them or who to contact to operate them.

5 EMERGENCY EXITS

Know where the emergency exits are, make sure they are clear and try the evacuation route once in a while. Also find out where you need to assemble after you leave the building.

CRISIS MANAGEMENT

ROLE-PLAY 1

Bert calls the receptionist Anna because a colleague has collapsed and isn't responding, Bert is quite upset, Anna needs to know what has happened and if an ambulance needs to be called and what the exact location is where the emergency responders need to go.

Anna: Good morning, this is Anna at reception speaking.

Bert: Hi, Anna, This is Bert from Finance.... Eh... Listen... I'm not sure what happened, but Paul suddenly collapsed, out of the blue! He's on the floor and I don't know what to do and we're the only ones in the department today....

Anna: Ok, Bert, try to calm down a little. We need to act quickly here, what is your exact location

Bert: I'm on the second floor, room number 207, near the elevator

Anna: Perfect, do you know if Paul is still breathing? Can you check his nostrils or do you see his chest moving?

Bert: Eh... no... sorry... I don't know

Anna: Fine, I will call an ambulance right away and inform security that one is coming up. And I will ask Conny to take over the reception and to send the emergency responders to room 207, I will come up and support you and Paul.

Bert: Eh... Thanks, Anna!

Intensivo
Inglés Verano
desde **49€** / alumno



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