

# **A TOTAL APPROACH TO CRISIS / ABOUT AN INDUSTRIAL COMMON ICT TOOL FOR CRISIS MANAGEMENT**

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## ***Abstract***

Total Normandy Platform in France has broken new ground with a set of exciting and modern crisis management tools that have been developed in a partnership between industry, fire departments, emergency services and academics.

For several years, firefighters have been collaborating with the University of Brest in France to compile a Global Emergency Plan tool that encompasses on a single multimedia format (a DVD for the most part) a set of multidisciplinary (eg regulatory, scientific) documents written by private and public sector personnel.

By theme, the tool covers:

- Presentation and visualisation of the site.
- Threats and emergency planning (threats study, internal and external planning).
- Simulation of accidents.
- Emergency resources.
- A crisis preparation/management tool (training, exercises, operations).

The end result is a highly detailed and probably unique risk management document for industry and emergency staff to identify, anticipate and prepare for risks and threats in the company.

Its exhaustive character means it is useful for a wide range of sectors during operations, including company staff, emergency services, and public sector personnel. It has also been designed to assist the incident commander and relevant authorities in decision-making processes.