



Crisis Preparedness in Large Organizations

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Global
Communications

Minimum Essential Ingredients

- Contact info
- Contact systems
- Situational awareness tools
- Tracking systems
- Clear roles and responsibilities
- Cross functional cooperation and buy-in
- Leadership support (senior champions and funding)
- Rehearsal/pressure testing

Grab and Go Book



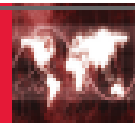
Principles and Process



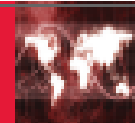
Structure



Media Guidelines



Standby Statements



Site List



State and City Business Locations



Country and Business Locations



Resources and Tools



Global Communications Emergency Response Plan

2011 Update

Raytheon

Tracking Information



	Corp.	IDS	IIS	NCS	RAC	RMS	RTSC	SAS
Arlington		1		3			9	2
Austin	1							
Copperas Cove				3			94	
DFW Airport							1	
Dallas	352	1		637	5	7	26	1388
El Paso	1	7					249	
Freer							13	
Ft. Bliss	1	1					257	
Garland	83		1879	3		1		
Grand Prairie					1			
Greenville	109							17
Houston					74		4	
Killeen							36	
Lewisville								
McKinney	48	194		893		2	38	1679
Plano	2			533			2	85
Premont							16	
Richardson				190				
San Antonio			1		102		1	
Sherman	2			47				
Texarkana		4	1				10	

NC4

The screenshot displays the NC4 Incident Map interface within a Microsoft Internet Explorer browser window. The address bar shows the URL: [https://solutions11.n4.net - NC4 Incident Map \(powered by Microsoft Virtual Earth\) - Microsoft Internet Explorer](https://solutions11.n4.net - NC4 Incident Map (powered by Microsoft Virtual Earth) - Microsoft Internet Explorer).

Map to show incidents across the world

The map shows a world view with various colored icons (red, yellow, blue) indicating incident locations. The map is powered by Microsoft Virtual Earth.

Descriptive list of incidents and impact

Incidents

Order by: Last Update | Severity
List Visible | Show Advisories

- Fire: 2 Alarm Fire**
New York, NY United States
Updated 3/7/2007 9:21 AM
- Security: Bombing**
Baghdad, Iraq
Updated 3/7/2007 9:23 AM
- Transportation: Roadway Closure**
Frederick, MD United States
Updated 3/7/2007 9:23 AM
- Aviation: Airline Incident**
Windsor Locks, CT United States
Updated 3/7/2007 9:17 AM
- Fire: High Rise Fire**
New York, NY United States
Updated 3/7/2007 9:03 AM
- Hazmat: Radioactive Material**
Temelin, Czech Republic
Updated 3/7/2007 9:01 AM
- Security: Planned Protest**
Sao Paulo, Sao Paulo Brazil
Updated 3/7/2007 8:53 AM
- Security: Bombing**
Sui, Baluchistan Pakistan
Updated 3/7/2007 8:00 AM
- Geophysical: Earthquake**
Barus, North Sumatra Indonesia
Updated 3/7/2007 7:52 AM
- Fire: Structure Fire**
London, United Kingdom
Updated 3/7/2007 7:46 AM

Showing 25 of 109 incidents

Navigation

Search for a business or category
Search for city, address, or landmark

< Previous | Forward >

Incident Details:

Fire: 2 Alarm Fire
New York, NY United States
Updated 3/7/2007 9:21 AM

Impact Summary:
The fire is located in the New York City area. It is a 2-alarm fire. The fire is located in the New York City area. It is a 2-alarm fire. The fire is located in the New York City area. It is a 2-alarm fire.

Alerts sent to e-mail, phone, etc. based on profiles

The interface also shows a detailed incident report for a fire in New York City, including a description of the incident, the location, and the impact. The report is titled "Fire: 2 Alarm Fire" and is located in New York, NY, United States. The report is updated on 3/7/2007 at 9:21 AM. The report includes a description of the incident, the location, and the impact. The report is titled "Fire: 2 Alarm Fire" and is located in New York, NY, United States. The report is updated on 3/7/2007 at 9:21 AM. The report includes a description of the incident, the location, and the impact.

Web EOC

WebEOC 6 - Microsoft Internet Explorer

WebEOC® **ESI**

[Admin](#) [Log Off](#)

1035011 [\(Edit\)](#)

Corporate Test Incident

[Chat](#) [Checklists](#) [Messages](#)

- ☒ Enterprise Significant Events
- ☐ Raytheon Incident Report
- ☒ Significant Events Corp
- ☐ All Raytheon Significant Events
- ☐ EPP Tools and Information
- ☐ Forms
- ☐ Situation Awareness
- ☐ File Library
- ☐ MapTac

Enterprise Significant Events Display - Microsoft Internet Explorer

June 2007

Significant Events Enterprise

1347	CNN reporting the White House has been evacuated
GITEOC	
GITEOC	
06/18/2007	
14:11:00	
Security	
Washington, DC	
1209	Water chiller line broken, flooded computer center causing loss of telephone, computer and isolated power Expected recovery unknown. Activating El Segundo EOC.
HAC42067	
Daryl Poe	
06/13/2007	
07:49:00	
Flood	
El Segundo South	

<<<< << Page 1 ☐ Disable Refresh >>

MapTAC - Microsoft Internet Explorer

Maps: Billerica

General Shapes

red

Labels

Clear All

Communicator NXT

Communicator! NXT

ContactsGroupsMessagesScenariosReports

Log OutHelp

Quick Actions

Back to Summary
Add New Scenario
Add General Info
Assign Call Flow
Assign Group(s)
Assign Message(s)
Assign Report(s)
Assign Security User(s)
Assign Activation Options


Scenario Activation

Schedule Activation

How To ...

To Assign Activation Options

Scenarios Summary > Scenario Details



Scenario Name: Org Comm Demo

Scenario ID: 12345

Scenario PIN: 12345

Event Code:

SaveCancel

* This field is required.

GeneralCall FlowGroupsMessagesReportsSecurityActivation Options

☐ Allow Tagging at Activation

☒ Change Notification Message(s) at Activation

☐ Schedule Activation:

Frequency: [Select Frequency]
Start Time: 12 : 00 AM HH:MM
Start Date: 9 / 19 / 2007 MM/DD/YYYY
End Date: 9 / 19 / 2007 MM/DD/YYYY

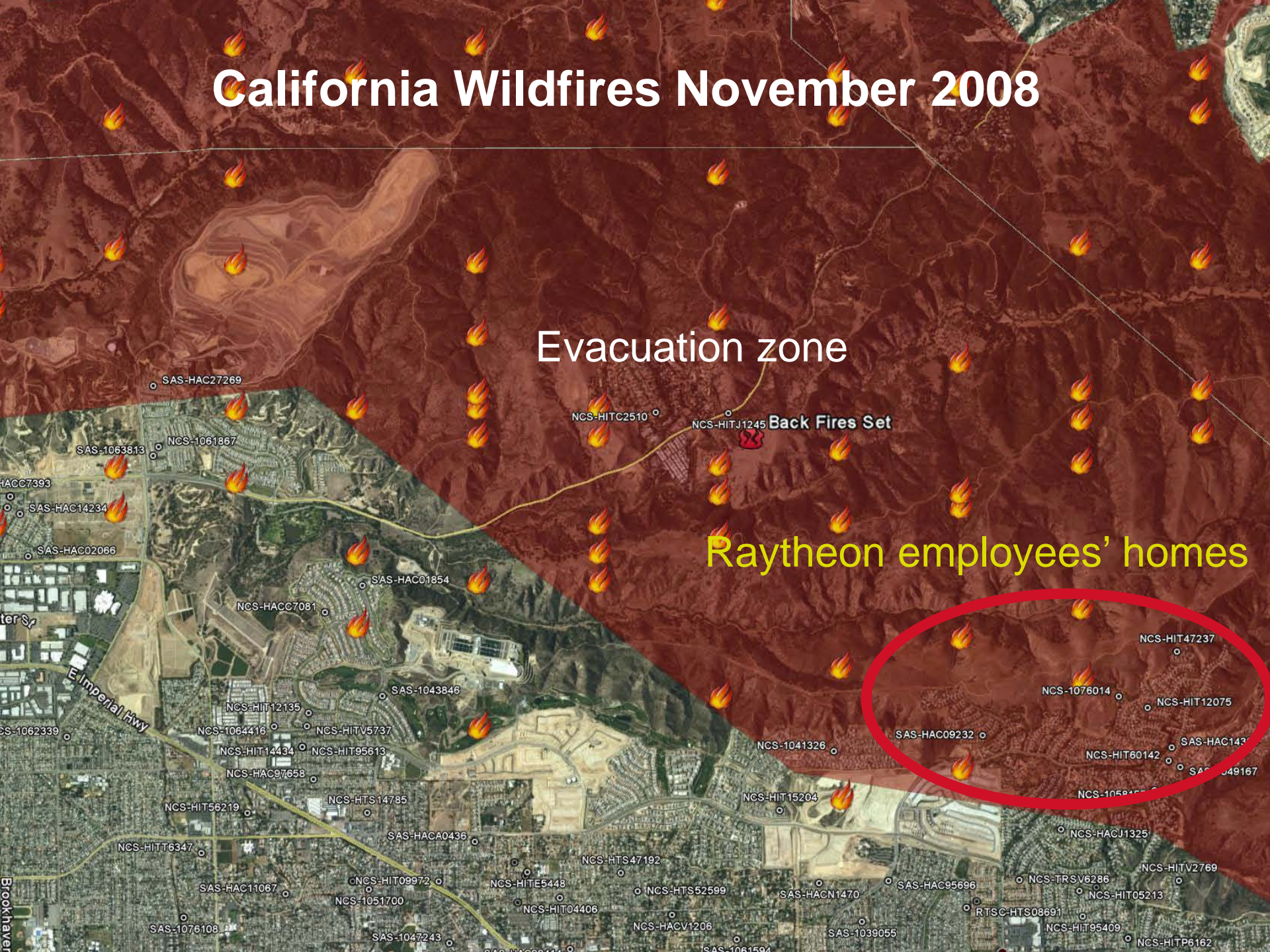
Google Earth Pro



California Wildfires November 2008

Evacuation zone

Raytheon employees' homes





Danvers, Massachusetts, Chemical Plant Explosion, November 22, 2006

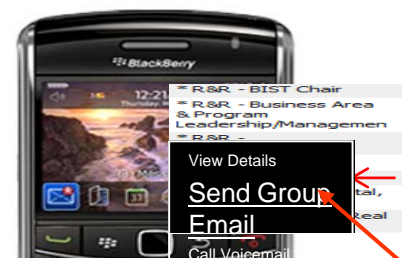
BlackBerry Emergency Contact List

Key Crisis Team Info

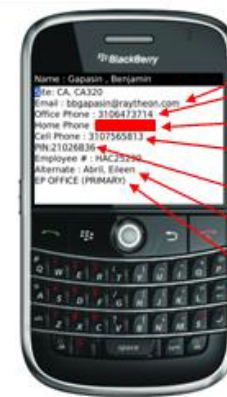
Provides mobile capability to contact and communicate with key personnel

Validated through IT protocol

Data is auto refreshed



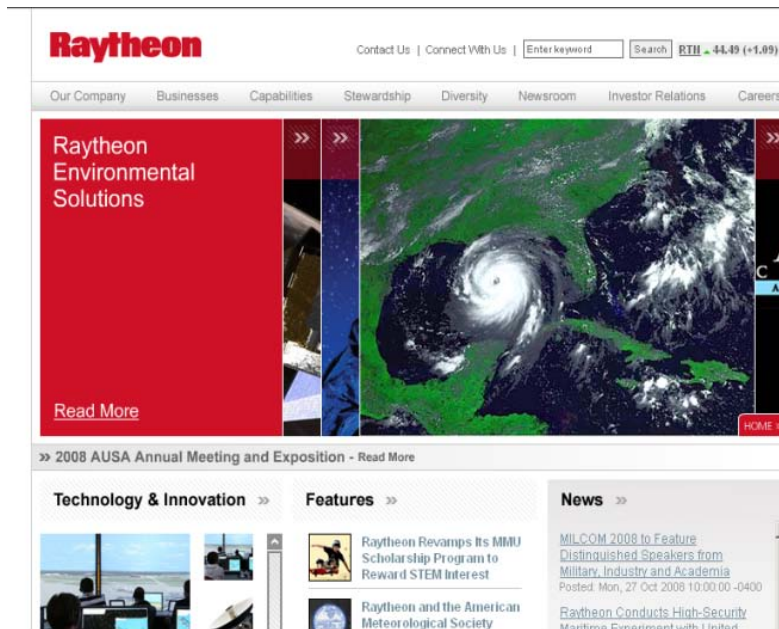
Activate crisis team via Group Email



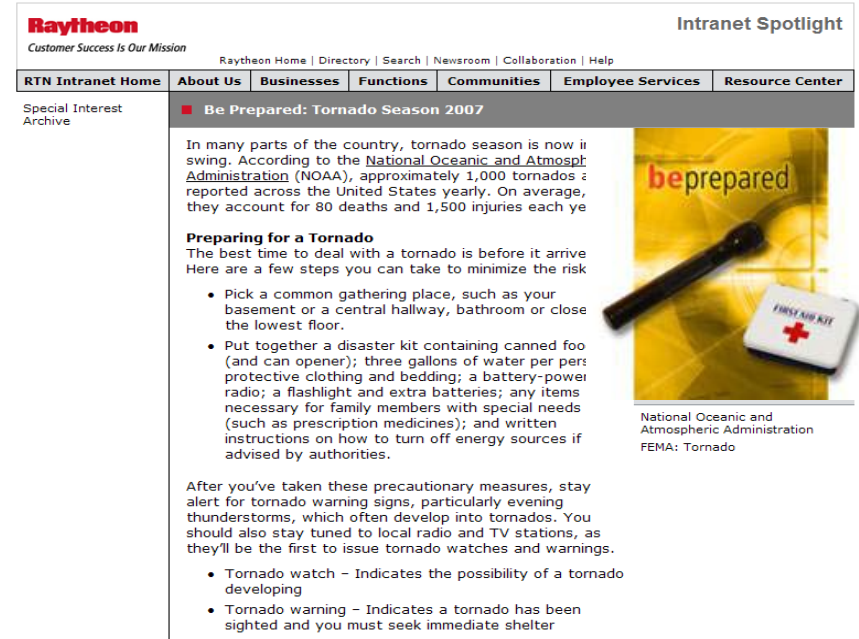
Email address
Office Phone
Home Phone
Cell Phone
PIN #
Alternate Contact
EP Function

Web Presence

Intranet



External Portal





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