

Important:

If your company is part of the local critical infrastructure, you should coordinate with the authorities early on to understand and plan for the expectations placed on your company in the event of a crisis, as well as the necessary steps to take.

Personal safety comes first:

The protection and safety of your own employees should be the top priority. Therefore, establish robust on-site communication channels, define specific contingency plans, and invest in crisis preparedness resources, both in the office and at home.

In a crisis situation, try to quickly obtain an overview of your employees' status. During the crisis, forward this information collectively to the German Institute:

info@taipei.diplo.de

In the event of a crisis, the German Institute primarily provides support through consular assistance and by disseminating information via ELEFAND, email, and social media channels. If necessary, it can also broadcast announcements on the ICRT radio station (FM 100.7).

In the event of a crisis:

If you are in a safe place, stay there (shelter in place) and monitor the situation.

Make sure you can receive instructions and announcements from local authorities and the GIT, and follow them.

Do not go to the GIT or a supposed assembly point without explicitly being instructed to do so.

Instructions will be disseminated early and through all available channels.



Bitte registrieren Sie sich und Ihre Familie für alle Auslandsaufenthalte und Reisen auf der Krisenvorsorgeliste ELEFAND.

<https://www.auswaertiges-amt.de/de/-krisenvorsorgeliste-387662>

Google Play Store:



Apple App Store



Readiness TW e-APP
(National Fire Agency)

Google Play Store



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Crisis
preparedness

information for
businesses

Crisis preparedness for businesses

Effective crisis preparedness helps strengthen your organization's resilience, ensuring you remain capable of acting and communicating in an emergency. By taking proactive measures, you maintain your autonomy, even during a crisis. You also help ensure that government agencies and other public institutions can allocate their resources effectively.

The following points are intended to guide your planning:

Organization

- Appoint at least one person responsible for crisis preparedness and crisis management
- Define the crisis management team and the group of individuals who will convene in the event of an emergency. Establish specific roles and decision-making authority in the event of a crisis
- Regularly remind employees about personal crisis preparedness and distribute publicly available informational materials to everyone
- Procure basic crisis supplies through the company, especially for crisis events that occur during working hours (e.g., "grab bags" for the office)
- Conduct regular evacuation drills and first aid training for all employees
- Familiarize with the local infrastructure (nearest hospital, air defense shelter, etc.)
- Involve the relevant central departments for crisis preparedness and corporate security within the company and provide regular updates

Communication

- Contact and address lists, as well as emergency contact chains for all employees, including emergency contacts. Additionally, LINE or Signal groups
- Agreements on when to use these groups (e.g., to check on everyone's status after an earthquake). Identify additional ways to get in touch
- Procure alternative communication devices such as satellite phones or radios and clarify their use
- Define a procedure for situations in which communication among employees is not possible
- Register all German employees, including their families, in the ELEFAND crisis preparedness list
- In advance: Establish contact with local disaster response authorities (e.g., fire department)
- Coordinate with other companies in the immediate vicinity or in the same building
- Take precautions for the failure of communication infrastructure to maintain operational capability (including power banks, generators, satellite phones, etc.)

Crisis Plan

Develop a written crisis plan with specific priorities, objectives, and action steps

- The crisis plan includes responsibilities, procedures, addresses and contact information, and chains of command
- Organized by urgency and priority in concentric circles, with employee safety at the core
- Important: Take into account different requirements and support services for expatriate and local colleagues
- Make the crisis plan, tasks, and expectations for individual employees transparent and regularly practice procedures

Equipment / Materials

- Provide grab bags containing basic emergency supplies, documents, and contact lists for the office and, if necessary, private households
- Ensure financial capacity in the event of an electronic payment system failure—e.g., for continued salary payments to (local) staff, airline tickets
- Establish emergency supplies (food and especially water) for office staff