

Title

Effective Crisis Management

Speaker(s)

Charles Wilkins / Nampak

To whom is the presentation addressed?

Business Leaders, Project Teams

Keywords

Crisis prevention, Crisis response, Crisis Teams

Abstract

What can we learn from Melamine milk contamination, H1N1 and Avian Flu Pandemics, BP oil disaster and Terrorist attacks in Mumbai? Whilst Risk Assessment, Systems and Processes and Contingency planning remain important, crises can still happen.

Charles Wilkins will share his experience as the Regional Crisis Coordinator and Security Officer of a Global FMCG company and share some proven steps that can be applied in any industry or situation. Learn about the importance of having a well trained, pre-selected crisis team, how to identify the various types of crises, how to appoint a crisis team and learn the difference between Escalation and Elevation processes. Real case studies will be shared to learn how to manage the crisis, bring the crisis to an end and identify learnings.

Biography

Charles was born in Sierra Leone in West Africa before his parents settled in South Africa. He attended school in Durban and then completed M.Sc and B.Com Hons degrees in Geology and Business Economics. Then followed four years across all corners of South Africa drilling for water, exploring for coal and then being resident on one of the deepest gold mines in the world.

However, home at the coast and starting a family meant a career change and he joined Unilever to work in their factories. He progressed to Production Manager of the Personal Care factories in Durban before being seconded to run Powders factories in Holland. On his return to South Africa he was responsible for Logistics before being appointed Vice President of Supply Chain.

For the past 7 years, he was responsible for the Supply Chain of the HomeCare business unit across Asia and Africa and then for Manufacturing Excellence, Quality, Safety and Crisis Management across Asia and Africa. He is currently Head of Manufacturing at Nampak Sacks. He has a son and daughter, restores Classic cars and furniture but struggles to sing and play the guitar !
