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| logo | Crisis team | 1616 |

Responsible:

Updated:

The crisis team is solely responsible for the decisions to be made during a crisis (disturbance, disaster, emergency).

The crisis team is most often composed of:

* the director
* the business continuity manager
* members of top management
* key department heads:
  + IT
  + production
  + logistics
* those responsible for production and recovery activities
* business experts

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| --- | --- | --- | --- | --- | --- | --- | --- |
| N° | Function, department | First name, second name | Competence | Role | Contact | Backup contact | Substitute |
| 1 |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

The crisis team is small and each member has a designated substitute and a determined role during the recovery of the situation.

From the first alert, the crisis team is contacted according to specific instructions and meets immediately.

All members of the crisis team have:

* the crisis directory (emergency contacts)
* the BCP and other procedures
* the crisis management plan:
  + first actions
  + work in degraded mode
  + recovery activities

The purpose of the crisis team is to:

* analyze the nature of the disruption and its impacts
* ensure the safety of staff (always the first priority)
* ensure that emergency measures are applied
* guarantee business continuity (degraded mode)
* communicate internally and externally (suppiers)
* assess whether predefined thresholds are exceeded
* decide:
  + which response to activate
  + planning and implementation of curative actions
  + the suspension or not of certain activities
  + provisional measures concerning:
    - accommodation
    - transportation
  + sending some of the staff home
  + recourse to external aid
* coordinate personnel and actions
* enforce legal and regulatory decisions and requirements
* monitor the impacts of the disruption
* follow the progress of actions
* manage recovery activities

The IT crisis team has specific objectives:

* determine the equipment necessary for the relocation
* recover the latest backups
* set up applications on emergency machines
* coordinate the recovery of operating systems
* test the normal operation of systems and equipment

Records of all decisions and activities will be used to keep traceability and learn lessons.

The primary responsibilities of the business continuity crisis team include:

* activation of the business continuity plan (BCP) in the event of a disruptive event:
  + determine the severity of the disturbance
  + alert key team members
  + implement the actions planned in the BCP
* coordination of the interventions of the different departments and teams:
  + centralize communication
  + define priorities
  + assign tasks to the different actors
* decision-making to manage the disruption:
  + ensure the continuity of critical activities
  + collect information
  + analyze the situation
  + choose the most appropriate options
* internal and external communication:
  + keep staff, customers, suppliers and public authorities informed of the situation and actions taken
* feedback:
  + analyze feedback
  + identify areas for improvement in the BCP
  + strengthen the company's capacity to cope with future disruptions

In addition to these main responsibilities, the crisis team may also be required to:

* develop, maintain and improve the BCP
* organize exercises and simulation tests
* train staff in emergency procedures
* manage relations with authorities and emergency services