CONTIAAS · OPERATIONAL RESILIENCE ESSENTIALS · MODULE 6

Crisis Roles Card

Incident or crisis · who decides, coordinates, speaks and writes it down

ORGANISATION · CRITICAL SERVICE | VERSION | APPROVED BY | NEXT REVIEW

THE TRIGGER We declare a crisis when any one of these is true

1 **TIME** The critical service is down for longer than...

2 **PEOPLE** Any risk to the safety or health of...

3 **OUTSIDE** Customers, the media or the regulator...

4 **DECISION** Something the technical team cannot decide, such as...

WHO CAN DECLARE IT

DECIDE WITHIN (MIN. FROM FIRST ALERT)

WE STAND DOWN WHEN (ALL TRUE)

1 Who decides
DECISION MAKER

Makes the business calls. Does not fix.

NAME | DEPUTY

PHONE | SECOND CHANNEL (NOT EMAIL OR CHAT)

2 Who coordinates
COORDINATOR

Runs the room, the clock and the action list.

NAME | DEPUTY

PHONE | SECOND CHANNEL (NOT EMAIL OR CHAT)

3 Who speaks
COMMUNICATOR

One voice to staff, customers and partners.

NAME | DEPUTY

PHONE | SECOND CHANNEL (NOT EMAIL OR CHAT)

4 Who writes it down
SCRIBE

Every fact, every decision, every time.

NAME | DEPUTY

PHONE | SECOND CHANNEL (NOT EMAIL OR CHAT)

WHERE WE MEET

OUR CALL OUTSIDE OUR OWN NETWORK

RULES OF THE ROOM

- **One decision maker at a time**
- **The decision maker does not fix**
- **One voice outside**
- **If it isn't written down, it didn't happen**

Review every six months, and every time someone on this card changes job. Tell each person they are on it.

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