

CRISIS MANAGEMENT PLAN

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR

PREPARED BY		TITLE		DATE	
APPROVED BY		TITLE		DATE	

TABLE OF CONTENTS

CRISIS MANAGEMENT TEAM.....	3
STAFF CONTACT LIST.....	4
CUSTOMER COMMUNICATION PLAN.....	5
MEDIA COMMUNICATION PLAN	6
COMMUNICATION PLAN TIMELINE	7
RECOVERY PLAN	8

CRISIS MANAGEMENT TEAM

NAME	POSITION	PHONE NUMBER	TASKS / ACTIONS TO TAKE

CUSTOMER COMMUNICATION PLAN

METHOD	WHEN TO UTILIZE	HOW TO UTILIZE
TELEPHONE		
EMAIL		
SOCIAL MEDIA		
NEWSLETTER		

MEDIA COMMUNICATION PLAN

METHOD	WHEN TO UTILIZE	HOW TO UTILIZE
PUBLIC RELATIONS ANNOUNCEMENT		
EMAIL		
NEWSLETTER		
DIRECT CALL		

COMMUNICATION PLAN TIMELINE

COMMUNICATION CHANNEL	COMMUNICATION AUDIENCE	COMMUNICATION CADENCE

RECOVERY PLAN

RECOVERY STRATEGY	RECOVERY CATEGORY	IMPACT ON BUSINESS	PRIMARY GOALS OF RECOVERY	ACTIONS / TASKS	PERSON RESPONSIBLE

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