

# Crisis Management Plan.

## 1. PURPOSE OF THE DOCUMENT

A crisis management plan (CMP) is a document that outlines the processes an organization will use to respond to a critical situation that would negatively affect its profitability, reputation or ability to operate. CMP is used by business continuity teams, emergency management teams, crisis management teams and damage assessment teams to avoid or minimize damage, and to provide direction on staffing, resources and communications.

## 2. DEFINITION OF CRISIS

A crisis is an issue that poses a threat to the strategic objectives of the business on a fundamental level. It is something that could have a disastrous effect on the business, whether or not it is effectively managed.

## 3. TYPES OF CRISIS

- Crises that put the life of employees at danger
- Other crises that prevent the company from normal operation

## 4. CRISIS MANAGEMENT TEAM

- C-Level executives
- PMs

## 5. PLAN OF CATIONS

See appendix A.

# Appendix A

## Plan of actions.

### 1. Crisis that put life of employees at danger.

CRISIS EVENT	ACTIONS	RESPONSIBLE TEAM OR PERSON
War	<ol style="list-style-type: none"><li>1. Move to Krakow or Warsaw in Poland:<ol style="list-style-type: none"><li>a. ensure every team member has a valid passport;</li><li>b. constantly investigate what hotels or other facilities can be used.</li></ol></li><li>2. Inform Clients.</li><li>3. Ensure new static IPs are communicate to clients where it is needed for access.</li></ol>	COO, CBDO PM CBDO CEO, COO COO
Public unrest	<ol style="list-style-type: none"><li>1. Inform team to work from home until further instructions.</li><li>2. Work with clients to resolve access issues where access is provided through whitelisting of static IP.</li></ol>	CBDO, COO PM
Natural disaster	<ol style="list-style-type: none"><li>1. Inform team to work from home until further instructions.</li><li>2. Work with clients to resolve access issues where access is provided through whitelisting of static IP.</li></ol>	CBDO, COO PM
Human-made disaster	<ol style="list-style-type: none"><li>1. Inform team to work from home until further instructions.</li><li>2. Work with clients to resolve access issues where access is provided through whitelisting of static IP.</li></ol>	CBDO, COO PM

### 1. Crisis that prevent company from normal operation.

CRISIS EVENT	ACTIONS	RESPONSIBLE TEAM OR PERSON
Internet connection problems	<ol style="list-style-type: none"><li>1. Inform the Clients.</li><li>2. Investigate the reasons and timing. Use alternative connections (LTE) or suppliers (Uarnet)</li></ol>	CBDO COO
Power outage	<ol style="list-style-type: none"><li>1. Inform the Clients.</li><li>2. Investigate the reasons and timing.</li><li>3. Provide alternative power sources (generators)</li></ol>	CBDO COO COO, CBDO