SPRINT TO THE FINISH 2025

MANAGING A WORKPLACE CRISIS

5 KEY REMINDERS

01

PLAN

Crisis management **playbooks** help you to consider critical matters and ensure your organisation is prepared to respond effectively to a crisis. Key considerations include:

- Who plays what role?
- Who needs to be contacted?
- How will you engage with a regulator?
- Who makes decisions, and what to do if there is a conflict?
- Is there a need to engage external support, including:
  - safety expertise
  - legal
  - communications.

02

INFORMATION GATHERING IS CRITICAL

When confronted with a matter what will be your first steps?

Information is critical, it needs to be gathered efficiently as you will make your best decisions when its easily accessible and reliable.

Sensitively approach individuals to ensure you gain honest and comprehensive details.

Ensure your environment makes employees feel safe to share information without fear of repercussions. Encourage transparency as it can produce more accurate and reliable information.

03

COMMUNICATE WITH ALL STAKEHOLDERS

Many crises will challenge your trusted relationships with:

- staff
- customers and clients
- investors
- government
- the community and
- regulators.

Understanding what you *want* to say and *can* say may be critical to your response.

Media exposure is ‘immediate’ and being prepared is critical.

04

MANAGE RISK

You may be confronted with many risks to manage, some legal and others reputational, or even financial.

Getting timely advice is important to allow you to respond to your organisation’s various stakeholders with confidence.

05

REFLECT

It is important to take stock and identify lessons learned and root causes. This should be done with an eye to legal risk and recommendations on whether to maintain privilege, if it is available.

CLICK HERE FOR MORE INFORMATION ON KWM’S CRISIS MANAGEMENT OFFERINGS

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