

# Crisis Early Warning Response

This playbook is designed to establish a method for detecting early warning signs of a potential crisis and detailing the appropriate steps for a prompt reaction to mitigate risks.

## Step 1: **Identification**

Identify potential early warning signs of a crisis that are relevant to your context. This might include unusual financial transactions, production delays, customer complaints, or employee turnover. Creating a comprehensive list of indicators is critical for effective monitoring.

## Step 2: **Establishment**

Set up a monitoring system to observe the identified early warning signs. This system can be manual or automated and should include thresholds or triggers that would indicate the need for action.

## Step 3: **Assignment**

Assign specific team members or departments the responsibility of monitoring each warning sign. Ensure they understand what constitutes a normal fluctuation and what may be a sign of an emerging crisis.

## Step 4: **Procedures**

Develop detailed response procedures for when an indicator suggests a potential crisis is developing. Procedures should include initial assessments, internal communications, and any immediate actions to be taken.

## Step 5: **Training**

Train relevant staff on the early warning signs and the response procedures. This can include drills and simulations to prepare the team for an actual crisis.

## Step 6: **Review**

Regularly review and update the monitoring system and response procedures to ensure they remain relevant and effective, adjusting as the organization or its environment changes.

# **General Notes**

## **System Flexibility**

Be aware that rigid systems may fail to identify less obvious signs of crisis. Encourage a culture of vigilance and flexibility.

## **Communication Plan**

Ensure that your crisis response plan includes clear communication strategies both within your organization and toward external stakeholders.