

CGIC | April 2, 2025

**Who Does What in a Crisis?**

Pre-Crisis Checklist

Topic	Action	Status as of ____, 2025	Next Step and Timing
<b>Clarify Crisis Roles &amp; Responsibilities</b>	CEO		
	Crisis lead		
	Chair		
	Board members		
	Team		
	External advisors		
<b>Skill Development</b>	Identify crisis skills gaps and options to address them		
	Complete priority crisis skills training		
<b>Confirm the Escalation Process</b>	Define what types of issues elevate to the CEO and Board		
	Define process to report elevated risks and determine mitigation plans		
<b>Develop a Crisis Toolkit</b>	External advisors (phone/email)		
	Key documents		
	Contact lists – internal & stakeholders		
	Draft scripts		
	Logic models		
	Business continuity plan		
<b>Plan Stress Tests</b>	Board		
	Team		
<b>Develop Post Action Debrief Process</b>	Practice using this process before a crisis occurs		
<b>Update Policies</b>	Risk register and risk management		
	Technology (i.e., reduce cyber risks)		