

### Which events to include in the Crisis Management and BCP rehearsal scenario

Consequence	Type of Events	Live	Simulate
Loss of Staff	• Short term illness/injury of multiple key staff or business unit		
	• Long term illness (Flu pandemic)		
	• Unexpected resignation/loss of multiple key staff		
	• Inability to find appropriately qualified staff to fill key/multiple vacancies		
	• Industrial relations dispute		
	• Sudden and major decrease in employee engagement		
	• Sudden loss of key Executive (accident)		
	• Other		
	• Other		
	• Other		
Loss of Buildings or other infrastructure items or access to Building infrastructure	• Theft of equipment		
	• Road closure due to nearby gas leak/chemical spill/other		
	• Public transport failure or major outage		
	• Power failure		
	• Major Heating/Ventilation/Air Conditioning failure		
	• Small fire on site		
	• Major fire and major destruction on site or nearby		
	• Water contamination or supply failure		
	• Drainage or sewerage problem		
	• Toxic gas cloud/hazmat incident or exposure		
	• Fire Alarm/smoke detector problems		
	• Bomb Threat		
	• Active shooter in vicinity		
	• Police lockdown of area		
	• Public demonstration nearby		
	• Lift failure/people trapped		
	• Explosion		
• Terrorist attack/civil unrest/riot			
• Other			
• Other			
• Other			
Loss of IT systems/access Eg Servers, network, PCs and Laptops printers applications and software	• Hardware/Software malfunction		
	• Supplier issue such as non-delivery of key equipment by critical IT supplier		
	• Human error		
	• Major security breach of systems or data		
	• Loss of wireless networks		
	• Loss of remote access		
	• Other		
• Other			
• Other			

Loss of Voice communication	• Hardware software malfunction of PABX/Landlines		
	• Loss of access to mobile phones		
	• Theft of critical telephony equipment		
	• Other		
	• Other		
	• Other		
Major breach • Regulation • Compliance • Partnership • Funding or Service Agreement	• Privacy information on clients or staff released into public domain		
	• Change in legislation having major impact on existing operations		
	• Failure to meet key regulatory reporting requirements		
	• Failure to maintain accreditation or licence conditions		
	• Other sensitive data leakage		
	• Other		
	• Other		
	• Other		
Loss of Key external supplier partner	• Suppliers staff/systems and processes major impact from disaster event		
	• Temporary supplier performance issue/strike		
	• Indirect supply chain disruption such as fuel shortages/strike by transport services		
	• Other		
	• Other		
	• Other		
Unexpected change in Market or large scale event impacting community	• Major competitor or supplier to the industry goes under unexpectedly		
	• Expectation that we will rapidly increase capacity due to other market/supplier failure		
	• Community facing disaster that our organisation needs to respond to or increase our capacity rapidly		
	• Loss of major customer		
	• Customers have major disaster event resulting in a critical increase/decrease in demand for service		
	• Other		
	• Other		
	• Other		
	• Other		
Reputational damage	• Social media based spread of harmful/malicious information about the organisation		
	• Product recall		
	• PR issue regarding management of the organisation e.g. major fraud event		
	• Major hacking event of web		
	• Legal issue attracting major press coverage		
	• Rapid increase in complaints		
	• Other		
	• Other		
	• Other		
Other	• Sabotage/Vandalism		
	• Disrupter enters market (Disruptive technology)		
	• Other		
	• Other		
	• Other		
	• Other		
	• Other		