

SOUTHGATE TERMINAL

Port Operations Security Documentation

Crisis and Incident Management – Executive Crisis Wrap Guide

Purpose:

To support the CEO or Executive Lead in closing out a major incident by ensuring all decisions, communications, obligations, and records are finalised. This guide ensures a structured return to normal operations while maintaining stakeholder trust, legal compliance, and internal learning.

When to Use This Guide

Begin using this wrap-up guide when:

- The primary threat or disruption has been mitigated
- All core teams (Legal, Tech, Ops, Media) confirm containment or resolution
- Stakeholder-facing actions (e.g. insurer notifications, media responses) have been initiated
- You are within the final 15–30 minutes of the live response phase

Executive Wrap Checklist

1. Confirm Closure Conditions

- Teams report systems stable or successfully contained
- No new injects or escalations in last 10 minutes
- All major actions have been tagged in the incident log
- Legal confirms breach status and reporting obligations
- Media confirms public statements are finalised or held

2. Lead Cross-Team Wrap Call

- Invite leads from Legal, Tech, Ops, Media, and Coordinator
- Review:
 - What happened?
 - What decisions were made?
 - Are there any gaps still unresolved?

- Confirm:
- All required reports are submitted
- No further team handoffs are required

3. Stakeholder Summary Preparation

For internal and external stakeholders (e.g. Board, regulators, partners)

- Final summary statement prepared and approved
- Language aligned with legal advice
- Insurance policy conditions cited if relevant
- Submission to government or ministerial body prepared if applicable

Reference Tools:

- Breach Disclosure Checklist
- Insurance Communications Template
- Government Report Form (INJ015)

4. Approve or Defer Final Media Messaging

- Review draft media statement with Media and Legal
- Confirm alignment with CEO talking points (if interview occurred)
- Decide:
- Issue final statement now
- Hold until full debrief
- ☐ Withhold and prepare follow-up instead

5. Ensure Executive Narrative Is Captured

- Document executive decisions made under pressure
- Clarify the intent behind any non-standard actions
- Record unresolved dilemmas or constraints (e.g. conflicting obligations)
- Provide quotes or positioning for the post-incident review

Use the Briefing Summary Framework to structure this.

6. Formally Deactivate Crisis Mode

- Announce de-escalation to all teams
- Return to normal reporting chains
- Ensure Coordinator finalises the timeline and tags all final injects

Outputs to Produce

- Executive Summary Document (short briefing note or PDF)
- Final Status Update to Board / Oversight Body
- Closure Email to Staff or Internal Stakeholders
- Entry into Enterprise Risk Register (if applicable)

Executive Tips

- Balance optimism and realism: state outcomes clearly but acknowledge ongoing risks
- Reinforce leadership transparency in both internal and external messaging
- Support a positive tone going into the post-incident review (even if outcomes were mixed)

Document Owner: CEO or Acting Executive Lead

Reference: CIM-02

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Approved by: Workshop Planning Team