# 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  
**Version:** 1.0  
**Approved by:** Workshop Planning Team