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| logo | Disruption communication | 1617 |

Business continuity warning and communication includes the following main points:

* warning in the event of an incident:
  + establish an effective process to quickly detect and report incidents that could disrupt critical activities
  + use monitoring systems, automatic alerts and disturbance reporting procedures
* communication plan :
  + inform all relevant stakeholders in the event of a disruption
  + define the key messages to be transmitted, the communication channels to use and the responsibilities of each actor
* alerts and notifications:
  + the crisis team quickly alerts the members concerned depending on the severity of the situation and the level of urgency
  + communication channels used may include phone calls, text messages, emails, instant messaging systems or sound alerts
* internal communication :
  + keep its employees informed of the situation and the actions implemented
  + this helps reduce anxiety and promote better collaboration to ensure business continuity
* external communication :
  + communicate with external stakeholders such as customers, suppliers, media and public authorities depending on the nature of the disruption
  + external communication is transparent, precise and consistent in order to maintain stakeholder trust

Some additional points to consider:

* circulate information quickly and accurately to avoid rumors and panic
* consider translating key messages into appropriate languages, if necessary
* ensure that the communication channels used are accessible to people with disabilities
* train staff on alert procedures