Production Crisis Management at Warner Bros. Discovery

Enterprise Business Resilience: Our Mission

The Enterprise Business Resilience (EBR) team works closely with leadership and business unit experts to keep employees informed, businesses and productions up and running, and brands untarnished, even in times of crisis.

The **Crisis Management Framework** is structured to enable an effective and timely response, support notifications to appropriate stakeholders and provide a clear path to request immediate support from the Situation Support Partners, when required.

Escalating an Issue

For immediate assistance with a life safety situation, contact your emergency services or if appropriate, your WBD Security point of contact.

Use the criteria below to assess the situation and determine if escalation is necessary.

- Business As Usual/Out of Scope situations are managed by productions per standard operating procedures.
- **In Scope** situations are escalated using existing procedures within Production based on direction/guidance from WBD Production Management.
- Production Response teams will escalate for further action if necessary.

Escalation Criteria

If you see or hear of a situation that is **unusual**, **out of the ordinary** or **unprecedented AND you can answer yes to one or more of** the questions below contact your WBD Production Management representative to inform them of the situation.

	If the answer to any one of these questions is YES, please escalate	Examples
1.	Is there an immediate concern for life/safety at a company facility, sponsored event or on a production?	Police Response Required, Terrorist Attack, Active Threat
2.	Could the situation attract unwanted media attention that could lead to a threat or reputational harm?	Onsite Accident, Talent Death, Talent Controversy, Protests Targeting Company (ex: labor, political, cultural)
3.	Does the situation require an unplanned employee or leadership communication (non-life/safety)?	Production Site Closure, Severe Weather, Severe Health and Safety Impact, Outages: Technology, Power, Telecom, etc.
4.	Has a strategic asset been impacted?	Production Studio, Data Center
5.	Does the situation involve more than one company location, production, or event?	Power Outage, Earthquake, Pandemic, Severe Weather, Terrorist Attack, Cyber Attack
6.	Is the work environment impacted?	Severe Facility Damage, Demonstration Close to Production Site
7.	Is a company office (C-suite, senior exec) impacted which could negatively affect company brand and reputation?	Serious Injury, Issue at Press Event or Premiere, Negative Press
8.	Did a death or severe injury occur during course of work or at a company managed location (including production location)?	Severe Work Accident (ex: investigation, potential legal claim), Suicide or Natural Death while at work
9.	Is there a disruption of business that could impact revenue or customer service?	Significant Outage (ex: outages in broadcast or D2C platforms resulting in material revenue loss, financial penalties, broad customer or newsworthy reputational impact), Union Strike, Cyber Attack, Production Closure

If you have any questions regarding Crisis Management or Business Resilience, contact the Enterprise Business Resilience Team (EBR) on: wbdready@warnermedia.com

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