

## Crisis Management at Warner Bros. Discovery

### Enterprise Business Resilience: Our Mission

The Warner Bros. Discovery Enterprise Business Resilience (WBD EBR) program is designed to minimize and mitigate the impact of crisis to protect our people, brand, and revenue by preparing for the worst-case scenario.

We ensure that the long-term viability of Warner Bros. Discovery's business is maintained in the event of an interruption to essential business operations. We work closely with leadership and business unit experts to keep employees informed, businesses and productions safeguarded against disruptions, and brands untarnished during crisis response and recovery.

**Crisis management is a core discipline of EBR.** Our crisis management approach:

- Supports our workforce with services, resources and training designed to keep them prepared and safe.
- Keeps business units, systems, and processes up and running by implementing and executing business continuity and disaster recovery plans.
- Protects our brand, via timely situation recognition, assessment, and escalation using the Crisis Management Framework.

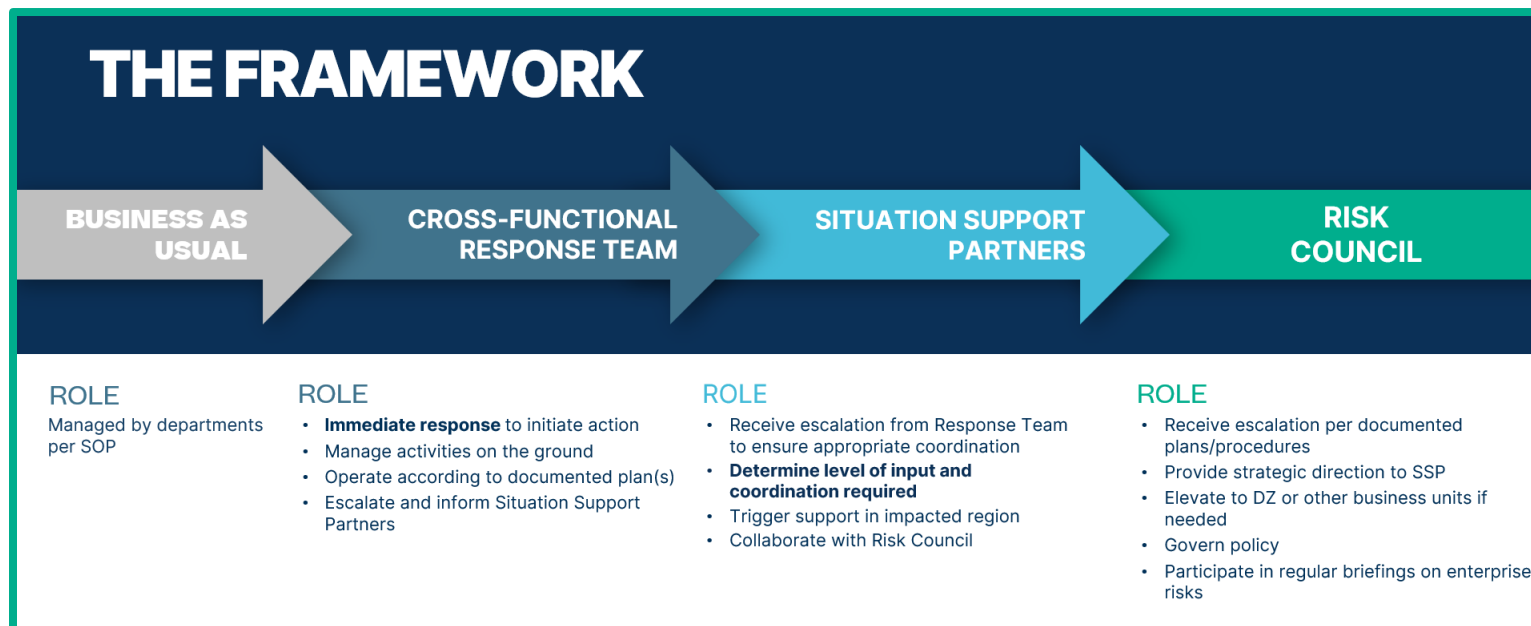
Our approach follows **three core principles**:

1. Safeguard the lives of our workforce.
2. Ensure effective and quick response to a crisis.
3. Avoid or minimize damage to the company – the property, revenue, the business, the brand.

If you have any questions regarding Enterprise Business Resilience, please contact [wbdready@wbd.com](mailto:wbdready@wbd.com)

## Crisis Management Framework and Situation Escalation

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.



**For immediate assistance with a life safety issue, contact emergency services and WBD Global Security at +1 818 972 7233.**

There are two ways to **escalate a situation**:

1. If you have been set up and trained on the WBD crisis escalation tool, please log the situation directly via <https://escalation.wbdready.com>.
2. If you have not been trained on the tool, visit the "Contact Us" page on WBDReady.com to reach your regional EBR point of contact. Alternatively, you can contact WBD Global Security at +1 818-972-7233.

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When to **escalate a situation**:

We all have a role to play in crisis management. If you see or hear of a situation that is **unusual, out of the ordinary or unprecedented** use the questions on the next page to assess the situation and confirm if you need to escalate.

	If the answer to any 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), Live Event (ex: March Madness, Olympics)
3	Does the situation require an unplanned employee or leadership communication (non-life/safety)?	Building Closure, Health Department Requirement, Unusual Employee Commute or Work Schedule, Severe Weather, Outages: Technology, Power, Telecom, etc.
4	Has a strategic asset been impacted?	Childcare Center, D2C Platform, Broadcast Operations, Corporate Headquarters, 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
6	Is the work environment impacted?	Partial Building Closure, Severe Facility Damage, Demonstration Close to Building, Outages: Technology, Power, Telecom, HVAC, etc.
7	Is a company officer (C-suite, senior exec) impacted which could negatively affect company brand and reputation?	Widespread Travel Emergency, Account Breach, Serious Injury, 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, Natural Death
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, Production Closure

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## WBD Alerts

**WBD Alerts** is the company's emergency notification system. In the event of an emergency or disruption impacting your work location, WBD Alerts can provide critical information, updates, and resources to help you stay safe and informed.

However, we can only reach you if we have your up-to-date contact information. Follow the instructions below to ensure your contact information is up to date in WBD Alerts.

1. Visit <https://wbd.alertmedia.com/> and **sign in via SSO using your company email and password**.
2. Click "**My Account**" from the toolbar on the left side of the screen.
3. Complete the following fields:
  - *Work/Zoom Phone*
  - *Work Mobile*
  - *Personal Email*
  - *Personal Mobile*
4. Click "**Save**" to ensure your new details are in the system.

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