

Crisis readiness questionnaire

Leave your name off. Answer for how things really are today, not how the plan says they should be.

Team or site

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
1 If a crisis hit today, I would know my own part in it.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
2 I could find our emergency plan within five minutes.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
3 I know who takes charge when a crisis starts.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
4 I know who to tell if I spot an early warning sign.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5 An alert from us would reach me quickly, day or night.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 Leaders would tell us the truth quickly in a crisis.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 I could keep my essential work going if our site closed.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 My team has discussed what we would do in a crisis.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
9 When did you last take part in a drill or crisis exercise?					
☐ In the last 6 months	☐ 6 to 12 months ago	☐ Over a year ago	☐ Never	☐ Not sure	
10 Which kind of crisis are we least ready for?					
☐ Severe weather or natural disaster	☐ IT outage or cyber attack	☐ Fire, injury or violence on site			
☐ Health emergency or outbreak	☐ Bad press or public criticism				
11 If a crisis started tomorrow, what would slow us down most?					
12 What one thing would help you feel more prepared?					

Thank you. Your answers show us what to fix before the plan is ever needed.

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Optional questions (1 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

Check-in while a crisis is running

13 Are you safe and able to work right now?

☐ Safe and working ☐ Safe, but unable to work ☐ I need help now

14 If you need help, how can we reach you?

15 When did you last get an update from us?

☐ Today ☐ Yesterday ☐ Two or more days ago ☐ Not had one yet

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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16 I know what to do after reading each update.	1	2	3	4	5
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17 My questions and worries get a real answer.	1	2	3	4	5
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18 Which channel reaches you fastest right now?

☐ Text message ☐ Phone call ☐ Email ☐ Team chat app ☐ Intranet

19 What do you need from us this week?

Crisis communication

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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20 I would hear bad news from us before the media.	1	2	3	4	5
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21 I know who speaks to the media for us.	1	2	3	4	5
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22 I know what I may tell customers in a crisis.	1	2	3	4	5
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23 Updates would say what is known and what is not.	1	2	3	4	5
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24 Where would you look first for news in a crisis?

☐ Manager ☐ Email ☐ Team chat ☐ Intranet ☐ News or social media

Optional questions (2 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

Drills and practice

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
25 Our training covers what I would do in my own job.	1	2	3	4	5
26 After a drill, we hear what will change.	1	2	3	4	5
27 Which kind of practice would help you most?					
☐ A walkthrough of the plan ☐ A tabletop discussion ☐ A hands-on drill ☐ A short online module					
28 How often should we practise our crisis plan?					
☐ Every 3 months ☐ Every 6 months ☐ Yearly ☐ After plan changes					

Keeping work going

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 I know which of my tasks must continue in a crisis.	1	2	3	4	5
30 Someone could cover my essential tasks if I was off.	1	2	3	4	5
31 I can reach the files and systems I need from home.	1	2	3	4	5
32 What would stop you working if our main site closed? (tick all that apply)					
☐ Nothing, I could work elsewhere ☐ No laptop or equipment ☐ No access to systems					
☐ My work needs the site ☐ Caring duties at home					

About you (optional)

33 Do you have a named role in the crisis plan?					
☐ Crisis team ☐ Deputy ☐ Warden or first aider ☐ None ☐ Not sure					
34 Where are you based most of the time?					
☐ On site ☐ Hybrid ☐ Remote ☐ On the road or at client sites					
35 How long have you worked here?					
☐ Under 1 year ☐ 1 to 3 years ☐ Over 3 years					

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