Crisis Management
Keysight's Business Continuity and Response to Crisis Events

Keysight's corporate mission is to accelerate innovation to connect and secure the world. Coupled with its corporate social responsibility (CSR) framework of ethical, environmentally sustainable, and socially responsible operations, Keysight's corporate value is especially relevant during a crisis incident.

As a result — and driven by an engineering and innovation mindset with deep roots in continuous improvement methodologies — the company has a strong management approach in place to address crisis incidents as they arise.

Crisis Management Approach

Keysight's crisis management efforts employ a calculated approach and structure to support employees and their families, minimize risk to operations, continue delivering to customers and business commitments, and support the broader community as appropriate in the event of an emergency or disaster.

Crisis management team

Led by a corporate-level incident command manager and executive staff members, the Global Crisis Management Team (GCMT) implements companywide guidance, protocols, and communications in line with our stated priorities and government requirements. In addition, Keysight utilizes a network of country-specific Crisis Management Teams (CMTs) who can quickly engage to manage the company's response efforts in each of the 30 countries where we operate, while ensuring alignment with the GCMT and local government requirements. Once all safety protocols are in place, the CMTs implement business restart plans to ensure business continuity. All teams continue to monitor local and global situation changes and adjust plans accordingly as needed.

Crisis management policies, procedures & decision tree

Keysight has defined policies, procedures, and decision-making practices across critical functions to help quickly and effectively manage crisis incidents real-time. With clear crisis management systems in place, the company trains CMT and functional team members adequately *before* an incident occurs, ensuring Keysight can manage through an emergency effectively from onset through recovery, even in particularly difficult or dynamic events.

Crisis management structure

Keysight utilizes a structure of crisis response and disaster recovery, underpinned by business continuity throughout, to support minimal disruption to customer and business commitments, while ensuring the safety and security of employees, suppliers, and other key stakeholders.

Crisis Response

Disaster Recovery

Business Continuity

Crisis response

As crisis events initiate, Keysight immediately activates its network of CMTs to make initial emergency decisions and take first-step actions. Once imminent dangers are addressed, the CMTs review prepared crisis scenarios for most likely impacts in each situation and develop a full response plan. Depending on the event, areas of focus could include employee and community health and safety, operational actions, customer support and continuity, supply chain enablement, and of course communications across all impacted stakeholders. The response plan is then implemented through operational teams and updated as dynamic situations require to ensure the company stays ahead of potential risks and impacts.

Disaster recovery

As the crisis response plan is implemented and the situation stabilizes, the CMTs turn their focus toward disaster recovery to drive the next phase of Keysight's crisis management approach. Typically planned through the CMTs and executed by operational functions, such actions support the return to standard operating norms — or in some cases new operating norms — across the company, facilities, customer engagements, and related employee and community impacts. For example, efforts may include community rebuilding, re-establishing company operations, and facilitating employees' return to work.

Business Continuity

In support of key stakeholders and business commitments, Business continuity underpins all crisis management efforts by ensuring critical business functions are maintained throughout response and disaster recovery. Based on regular tabletop-scenario implementations, Keysight's advanced business continuity planning efforts enable CMTs and operational functions to be prepared for various types of incidents. In addition, each event offers new learning. As such, a crisis retrospective review feeds new learning back into scenario planning for future consideration in support of continuous improvement in Keysight's crisis management approach.

Additional Resources

- Keysight CSR Website

- Keysight CSR Report