CRISIS ASSURANCE & PLANNING

AN EFFECTIVE RESPONSE DEPENDS ON

COMPETENT PERSONNEL

WELL DEVELOPED PLANS

REGULAR EXERCISES

ADEQUATE RESOURCES

Crises are unusual circumstances that require careful planning. Can you look beyond the horizon, to spot the next black swan to prepare you for the next significant challenge?

For organisations to be crisis ready, they must have a well developed and exercised crisis plan.

Our team can assess your incident and crisis management plans, processes, and people (your entire crisis management program) against good practice standards and guidelines. At the end of this process, we provide recommendations for continuous improvement.

We specialise in designing and developing plans that will prepare you for a wide range of crises, considering the critical risks for your organisation. Our goal is to create and embed robust, user-friendly policies, plans and procedures that help guide your organisation through uncertainty.

We can design a completely new Crisis Management Plan (CMP), tools, playbooks, checklists, or policy as required or review and update your existing plan.

Structure

Skillset

Mindset
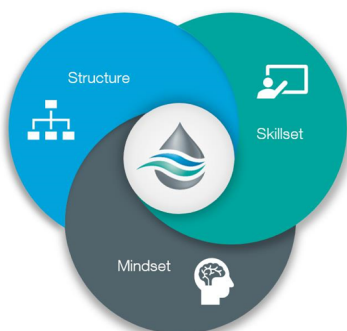
The CMP could include:

- agreed crisis definition

- levels and scenarios

- team structure

- crisis management strategy, recovery and evaluation.

Ideally, this would follow thorough research, analysis, and evaluation. As part of our crisis plan development or review, we will look at the roles and responsibilities for crisis teams, including the critical actions for each position in the CMT.

We also identify, review and prioritise crisis scenarios to define the worst-case using a matrix or scoring system **(severity x probability x velocity).** We can even help with crisis communications planning through our network of trusted crisis communications advisors.

We will design, build and integrate/implement the right tools for your organisation, such as:

- Crisis management manuals

- Corporate guidance

- Crisis management materials such as quick guides, forms, wall boards

- Protocols and policy

- MS Teams crisis management platform

- Social media monitoring specifications

- Crisis-specific playbooks

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Crisis readiness assurance

1 **Governance, Leadership and Strategy**

2 **Crisis Programme Integration including training and competence**

3 **Crisis Management Plan**

4 **Crisis Management Team**

5 **Crisis Communications**

6 **Crisis Recovery**

7 **Crisis Exercising and Situational Awareness**

Assurance and Readiness Reviews

If you understand how prepared your organisation is to respond to an unplanned disruption, your organisation can prioritise and allocate resources accordingly.

We can benchmark existing corporate frameworks against good practice and international standards and leading multi-national organisations, as well as our own structure, skillset, mindset approach.

Once the framework for the benchmarking is designed and agreed, we will review the documents to be benchmarked and/ or business units to be reviewed. From there, we will prioritise our recommendations and develop an actionable roadmap to enhance your crisis management capabilities.

Optional extra –risk and issues management "workshop" to identify any new or emerging issues and to clarify which are the most likely scenarios that should be considered in planning.

Optional extra – deep dive on crisis communications, recommendations report tailored to social media.

Optional extra – we can investigate a range of media and social media monitoring companies/platforms and provide recommendations on suitability and cost effectiveness.

Please contact us if you would like an informal discussion about our crisis management services.
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